



# GOVERNOR'S ANNUAL REPORT 1999

ARKANSAS PUBLIC SERVICE COMMISSION

# TABLE OF CONTENTS

Section 1.	Introduction .....	1
Section 2.	Agency Organization .....	3
	Position Summary .....	3
	Organizational Chart .....	4
	Section Responsibilities .....	5
Section 3.	Docket Summary .....	9
	Gas Industry Highlights .....	10
	Electric Industry Highlights .....	11
	Telecommunications Industry Highlights .....	13
	Water & Sewer Industry Highlights .....	14
Section 4.	Commission Review of Utility Operations .....	15
	Gas Pipeline Safety Inspections and Investigations .....	15
	Electric Quality of Service Reviews .....	15
	Telecommunications Quality of Service Reviews .....	15
	Compliance Audits .....	16
Section 5.	Federal Agency Activity .....	17
Section 6.	Other Activities .....	21
Section 7.	Consumer Services Summary .....	23
	Informal Consumer Complaints and Inquiries .....	23
	Formal Complaints .....	23
	Other Dockets .....	23
	Consumer Services Review of Compliance with PSC	
	General Service Rules and Telecommunications Provider Rules .....	23
	Complaint Statistics .....	24
Appendix A	Jurisdictional Utilities .....	27
Appendix B	Statistical Summaries .....	37
Appendix C	Receipts and Disbursements .....	75

# SECTION 1

## *The Arkansas Public Service Commission*

### INTRODUCTION

The Arkansas Public Service Commission (Commission or PSC) regulates public utilities which provide electric, gas, telecommunications, water and sewer services to Arkansas consumers. The General Assembly created the Commission and delegated to it the power to regulate the services and rates of those utilities subject to its jurisdiction. The Commission's primary responsibilities are to ensure that service is safe and adequate and that rates are just and reasonable. In general, the Commission is charged with the duty of ensuring that a public utility charges a rate that will give it a fair return on invested capital and that the consumer does not pay more than necessary to produce a fair return to the utility for its service.

The Commission's current delegation of legislative authority over utilities is the product of legislative evolution. At this time, the Commission has general supervisory authority over electric, gas, telecommunications, water and sewer services which are provided to the public for compensation. The General Assembly enacted the Telecommunications Regulatory Reform Act (Act 77) of 1997 which, in conjunction with the Federal Telecommunications Act of 1996, provided for the introduction of competition in the local exchange market. All but four of the incumbent local exchange carriers have elected alternative regulatory frameworks pursuant to Act 77, and the Commission's rate regulation of those incumbent local exchange carriers was essentially eliminated. The General Assembly enacted The Electric Consumer Choice Act (Act 1556) of 1999 which provides for the introduction of retail competition into the electric utility industry, the regulation of new energy service providers, and the recovery of stranded costs. Act 1556 provides for a competitive retail electric market that gives retail customers the opportunity to choose a provider of

electricity and that encourages full and fair competition among providers of electricity to be established by January 1, 2002, but no later than June 30, 2003. The Commission is actively engaged in activities which are designed to promote a competitive market.

Currently, the Commission does not have regulatory authority over municipally-owned or operated utilities. Additionally, the Commission has limited jurisdiction over small water and sewer utilities and most telecommunications utilities. More specifically, small water and sewer utilities are not subject to Commission jurisdiction unless either the customers of the utility or the utility petition the Commission to exercise its regulatory jurisdiction over that utility.

During 1999, the Commission carried out its statutory obligation to review and regulate the rates and/or practices of utility companies. The utilities under the Commission's jurisdiction in 1999 are listed in Appendix A. These utilities generate annual revenues in Arkansas exceeding \$4.5 billion, of which \$3.4 billion are jurisdictional revenues. Details of the revenues for each utility and other utility-specific statistics are included in Appendix B. To finance its regulatory operations, the Commission is authorized to levy and collect an annual fee based proportionally on the gross earnings of each utility. The PSC receipts and disbursements for 1999 are outlined in Appendix C.

The following sections of this Report describe the agency organization, Section 2; summarize the highlights of Commission proceedings in each of the utility industries, Section 3; describe other non-docketed reviews conducted during 1999, Section 4; summarize the Commission's efforts in federal utility proceedings, Section 5; set forth our participation in national utility regulatory organizations, Section 6; and provide information on customer complaint resolution, Section 7.



## SECTION 2

### AGENCY ORGANIZATION

The Arkansas Public Service Commission consists of three Commissioners appointed by the Governor for overlapping six-year terms. The agency also has 114 regular staff positions divided into two Divisions: the Utilities Division and the Tax Division.

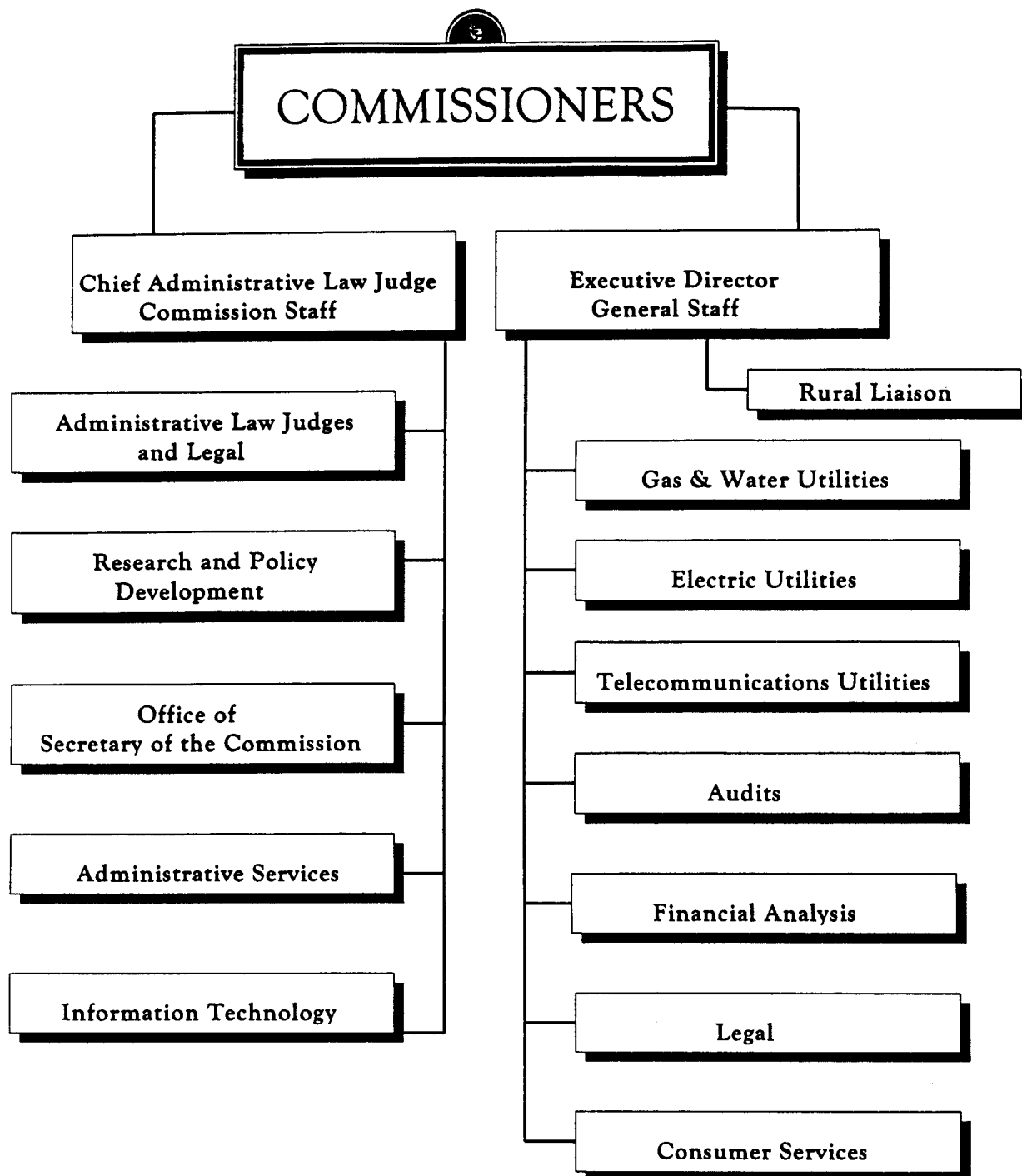
The Commissioners have oversight responsibility for both Divisions. This report will be limited to a discussion of Utilities Division activities. The Tax Division will submit a separate Annual Report.

The Utilities Division, including our federally reimbursed Pipeline Safety Program, has 99 au-

thorized regular positions. This total includes the Commissioners and their immediate staff, which encompasses their Administrative Law Judges and Legal Section, Research and Policy Development Section, the Office of the Secretary of the Commission, the Administrative Services Section, and the Information Technology Section; and the PSC Executive Director and the eight General Staff Sections. A list of all Sections with their assigned number of positions, the organizational chart, and a brief description of the responsibilities of each Section follow.

Organizational Component	Number of Positions
Commissioners .....	3
Commissioners' Staff	
Administrative Law Judges and Legal .....	6
Research and Policy Development .....	6
Secretary of the Commission .....	3
Administrative Services .....	6
Support Staff .....	3
Information Technology .....	7
PSC General Staff	
PSC Executive Director's Office .....	3
Gas & Water Utilities .....	10
Electric Utilities .....	9
Telecommunications Utilities .....	5
Audits .....	12
Financial Analysis .....	8
Legal .....	11
Consumer Services .....	7
TOTAL .....	99

## Utilities Division Organization Chart



## Section 2—Agency Sections

### COMMISSIONERS

The Commissioners function as a quasi-legislative body, with quasi-judicial authority. In that capacity, they render decisions and develop orders for implementing those decisions. The decisions cover a wide spectrum of issues including policy matters, rates, tariffs, territory allocations, utility plant construction sitings, bond issues, assessment protests in opposition to Tax Division determinations.

The Commissioners' Staff, under the direction of the Chief Administrative Law Judge, is comprised of five Sections (1) the Administrative Law Judges and Legal Section; (2) the Research and Policy Development Section; (3) the Office of the Secretary of the Commission; (4) the Administrative Services Section; and (5) the Information Technology Section. Responsibilities of each Section are described below.

### COMMISSIONERS' STAFF

#### Administrative Law Judges and Legal Section.

This Section is comprised of Administrative Law Judges and attorneys. The Administrative Law Judges render decisions and develop orders in dockets delegated to them by order of the Commission. Attorneys in this Section also advise and represent the Commission on various state and federal legal matters.

#### Research and Policy Development Section.

This Section, under the supervision of the Director of Research and Policy Development, is the technical arm of the Commissioners' Staff, with personnel specializing in the telecommunications, electric, natural gas, and water industries, as well as in economic, legal, and accounting matters. This Section is responsible for filings before federal agencies, developing

positions on legislative matters involving utility issues, developing regulatory policy recommendations for the Commission, and providing technical advice to the Commissioners on matters before the Commission.

#### Office of the Secretary of the Commission.

All documents filed with the Commission and all orders issued by the Commission are processed by this Office. Official Commission records such as docket files, tariffs, and annual reports are also maintained in this area. This Office supplies the general public and utility representatives with any requested information regarding utility regulation.

#### Office of Information Technology (OIT).

The OIT is the agent for implementing technical solutions to further Commission initiatives. The OIT is an element of the Commissioner's Staff under the direction of the Chief Administrative Law Judge and supports the entire agency. The primary missions of the OIT are: personal computer and network operations for general office functions such as office automation, electronic mail, internet research, file and print sharing; system development and maintenance for the Tax Division tax assessment systems; and commission operations support including enhancing electronic communication with external parties and citizens.

#### Administrative Services Section.

Staff members assigned to the Administrative Services Section provide administrative support for the Utilities Division. This Section is comprised of two units - the Fiscal/Personnel Office and the Mail/Supply/Copy Center.

Fiscal/Personnel staff members prepare initial budgets; handle purchasing, accounting, inventory control and payroll; assist in developing

## Section 2 - Agency Sections

assessments for the PSC's operating budget; and assist with the Federal Department of Transportation Pipeline Safety Grant. Maintaining personnel records, screening and processing job applicants, conducting new employee orientation, and coordinating employee training and management classes are other functions performed by the Fiscal/Personnel Office.

The Mail/Supply/Copy Center handles internal mail distribution, photocopying, central supplies, and maintenance of the agency vehicle fleet.

### EXECUTIVE DIRECTOR

#### Office of the Executive Director.

The PSC Executive Director is responsible for the overall management of the General Staff of the Utilities Division. Staff members in the Utilities Division perform a wide variety of responsibilities which are accomplished through the eight Sections described below. In addition to the members of these eight industry-specific sections, the Executive Director supervises the newly-created position of Rural and Community Liaison. The liaison position is responsible for community outreach and educational programs for community, business, and consumer groups across the state.

### GENERAL STAFF

#### Natural Gas and Water Section.

The Natural Gas and Water Section has two distinct functions. Natural Gas and Water Staff members primarily focus on financial and rate matters concerning natural gas, water and sewer utilities. They must understand and evaluate the complex rate structure and the earnings requirements of the four water, two sewer, and four natural gas utilities currently under the Commission's jurisdiction. The Section also conducts compliance audits for utilities with approved automatic adjustment clauses.

This Section also contains the Gas Pipeline Safety Unit. The role of the Gas Pipeline Safety Unit's members is to ensure that natural gas operators are in compliance with the *Arkansas Gas Pipeline Code*. Compliance is determined through periodic inspections of safety, corrosion, and leakage control which are performed on 31 intra-state natural gas operators and 205 operators covering 348 master-metered gas systems.

#### Electric Section.

The Electric Section monitors the activities, operations, costs, and earnings of the four investor-owned and eighteen cooperative electric utilities under the Commission's jurisdiction. Section responsibilities cover all aspects of utility regulation and include determination of revenue requirement; rate design, accounting and finance; transmission line siting; and engineering. Each member of the Section identifies issues, analyzes the impact of those issues on the utility and the ratepayer, and develops and presents expert testimony before the Commission. The Section also conducts compliance audits for utilities with approved automatic adjustment clauses. Members of this Section perform special project analyses, conduct general and special issue audits and investigations, and provide technical evaluations relating to consumer complaints. They also make periodic inspections of electric utility facilities and procedures to ensure compliance with Commission rules and standards.

With the passage of Act 1556, the Electric Section also assumes responsibilities in all aspects of the deregulation of electric generation and the implementation of consumer choice slated to begin for all consumers January 1, 2002.

#### Telecommunications Section.

The Telecommunications Section is responsible for industry specific certification, rate, financial, quality of service and accounting



## Section 2 - Agency Sections

federal regulatory actions and questions and service problems of the public. This Section also conducts an ongoing evaluation of the quality of service provided by local exchange carriers in Arkansas. That evaluation measures the carriers' performance against the Commission's *Telecommunications Providers Rules* and is administrated to ensure that each carrier is evaluated at least once every two years.

### Audits Section.

The Audits Section participates in all rate case proceedings. Section staff members conduct extensive reviews, audits, and analyses of rate case applications; conduct ongoing reviews of the earnings levels of public utilities; evaluate transactions between regulated utility companies and their affiliates; and conduct compliance audits.

### Financial Analysis Section.

The Financial Analysis Section performs various financial and economic analyses, evaluates depreciation rates and capital recovery issues, assesses the required rate of return and other financing issues for jurisdictional utilities, participates in all rate case proceedings and reviews of earnings levels, conducts focused investigations, and develops Staff's position on various regulatory issues, including nuclear decommissioning and electric restructuring. Staff personnel specialize in utility industries as well as economic, financial, and accounting matters. Each member of the Section presents recommendations to the Commission through pre-filed expert testimony and presents positions through oral testimony and cross-examinations during public hearings.

### Legal Section.

Attorneys on the General Staff perform a dual function at the Commission. They represent the Staff in proceedings before the Commission and represent the Commission in matters and proceedings outside the Commission, such as

appellate cases and appearances before federal regulatory commissions. Additionally, Legal Section attorneys act as Commission hearing officers in certain designated dockets.

### Consumer Services Section.

The Consumer Services Section works with customers to answer questions and resolve complaints about the rates and services of regulated utilities. Staff members review all complaints for compliance with PSC rules and approved utility tariffs and act as liaisons with utilities in resolving those complaints. This Section also provides educational brochures and materials and makes group presentations as needed.

Another responsibility of the Consumer Services Section is customer service audits of jurisdictional utility companies. The audits consist of a thorough review of utility policies and procedures. The objective is the identification of opportunities for improvements, and recommendations are often made to ensure compliance with Commission Rules.



## SECTION 3

### DOCKET SUMMARY

**A**s shown in the following tables, 375 new dockets were initiated during 1999 and over 900 orders issued. Highlights of the significant proceedings during 1999 are provided for each industry.

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
New Dockets	25	26	27	30	31	33	37	28	46	24	38	34	379
Filings	215	313	342	359	235	243	266	312	351	347	316	333	3,632
Hearings	2	1	3	0	2	2	2	5	0	9	0	5	31
Hearing Days	2	1	3	0	3	2	2	3	0	3	0	6	25

### Summary Schedule of Orders Issued in 1999

Order Type	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Electric	9	10	6	9	9	18	15	10	45	17	47	16	211
Gas	10	9	9	9	4	10	1	6	3	7	6	1	75
Telephone	43	71	63	57	57	56	65	61	47	53	54	35	662
Water	2	1	2	0	0	2	1	1	0	1	2	3	15
Sewer	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	6	0	0	0	2	0	0	8
Total	64	91	80	75	70	92	82	78	95	80	109	55	971

Total Orders Issued For This Period: 971

## Section 3 - Highlights

### Gas Industry

A significant docket in 1999 involved the Arkansas Western Gas Company (AWG), the General Staff, the Attorney General of Arkansas, and the Northwest Arkansas Gas Consumers. The four parties petitioned the Commission for approval of a Joint Stipulation and Settlement Agreement (Agreement). As approved by the Commission, the Agreement contained these significant terms: a \$1,400,000 rate reduction to be effective December 1, 1999 and a credit to customer bills in the amount of \$2,242,640 over a 12 month period starting December 1999. The Agreement also included provisions for potential reduction in affiliate conflicts of interest, potential savings for both gas supply and transportation service purchases, a reduction of \$3,402,852 in stored gas inventory and measures which should enhance system reliability by increasing the availability and diversity of gas supply sources.

During 1999, Reliant Energy Arkla, a division of Reliant Energy Resources Corp. (Arkla) began implementation of certain recommendations contained in an audit report issued by AUC Management Consultants, Inc. (AUC). AUC, jointly selected by Arkla and the General Staff, performed an audit and made recommendations regarding system safety and processes involved in ensuring a safe and reliable natural gas system. General Staff followed Arkla's implementation of AUC's recommendations and tracked Arkla's progress to date.

In a recent Arkansas Western Gas rate case, the Commission ordered an independent study of inter-company cost allocation procedures, staffing levels, and executive compensation. An independent consulting firm was selected by mutual agreement of the concerned parties to the docket to conduct the study. The study was performed and completed during 1999. As a result of the study, the consultant issued and filed its Final Report with

the Commission prior to year-end.

Also in 1999, the General Staff assisted AWG in developing a tariff designed to prevent by-pass of AWG's natural gas distribution system. As approved by the Commission, this tariff lowers the risk that by-pass could result in the potential loss of significant contributions to AWG's fixed costs.

The General Staff addressed certain customer concerns of Arkansas Oklahoma Gas Corporation (AOG). AOG's customers were experiencing high natural gas bills during January 1999 and the General Staff undertook an examination with respect to those concerns. The General Staff's examination determined one reason for the high bills was the design of AOG's cost-of-gas adjustment clause. The General Staff's proposed modifications were accepted by AOG and approved by the Commission.

Associated Natural Gas Company, a division of AWG, requested that its Weather Normalization Adjustment be continued at the expiration of its trial period at the end of the 1998/1999 heating season. General Staff investigated the tariff as implemented and assessed its performance based on customer impact and reaction. Minor revisions in the tariff were proposed by the utility, recommended by the General Staff, and approved by the Commission.

Each of the three natural gas utilities regulated by the Commission, Arkla, AOG and AWG, requested permission to offer an unmetered natural gas light service. After review by the General Staff and approval by the Commission, all three natural gas utilities now offer this service. The Commission also approved applications filed by Arkla requesting a Certificate of Environmental Compatibility and Public Need and a change in the fee charge for service initiation and reconnection.

## Section 3 - Highlights

### Electric Industry

In 1999, the most significant event for the electric industry in Arkansas and the Commission was the passage of Act 1556, the "Electric Consumer Choice Act of 1999". Act 1556 provides the framework to implement open access to competitive sources of electricity for consumers in the State. The Public Service Commission has begun the work required by the Act to prepare for January 1, 2002, the date of retail open access.

The Commission directed the Executive Director of the General Staff of the Commission to initiate and coordinate an informal collaborative process for the purpose of developing and filing a proposed Act 1556 timeline including the identification of necessary docketed proceedings. In June 1999, the Executive Director issued a report proposing a schedule for many of the activities necessary to implement Act 1556. This timeline, which will be updated or modified when necessary, is a tool to be utilized as a "roadmap" to ensure a smooth transition to a competitive market for electricity. The initial deregulation activities schedule included four proceedings, two rulemakings and two generic dockets, to be initiated by the Commission in 1999.

The first rulemaking was initiated in September 1999, to establish rules for affiliate transactions and standards of conduct. The purpose of these rules is to ensure that transactions between a regulated utility and its unregulated affiliates or corporate divisions are conducted at arm's length to guard against discriminatory conduct. In October 1999, the Commission initiated a rulemaking to establish licensing procedures for energy service providers and aggregators. The purpose of this proceeding is to develop rules and procedures which have the dual goal of encouraging entry into the Arkansas market by interested energy providers while providing

adequate protection for customers. These rulemakings are currently pending before the Commission.

A generic docket to address unbundling guidelines was conducted during 1999. The purpose of this docket was to provide a standardized format for dividing currently bundled rates for electric service into separate cost categories of generation, transmission, distribution and customer services. The Commission also initiated separate dockets for each company's proposed unbundled rates to be evaluated during 2000 and 2001.

Under Act 1556, the costs associated with the transition from a monopoly industry to a competitive industry are recoverable over a three-year period through a customer transition charge. The Commission conducted proceedings during 1999 to establish guidelines and procedures for recovery of restructuring transition costs.

Staff, in 1999, also began work on developing a customer education plan in order to provide customers with essential information prior to the period in which they may choose their electric energy supplier. In addition, several workgroups have been meeting on a regular basis to establish procedures and standards for electronic data exchange. The exchange of information and data among customers, incumbent utilities, energy service providers and transmission operators will be essential to the operation of a competitive market.

In other regulatory activities, the second year of Entergy Arkansas Incorporated's (EAI) Regulatory Earnings Review Tariff, designed to capture any excess earnings on a current basis, credited almost \$50 million to the Transition Cost Account. The funds accumulated in the Transition Cost Account will be available to pay, either in whole or in part, any EAI retail stranded costs which are determined to be recoverable by the Commission. If the funds, including interest, are not needed for such

## Section 3 - Highlights

stranded cost recovery, then they will be refunded to ratepayers.

EAI collects through rates amounts designated for the decommissioning of its Arkansas Nuclear One Units 1 and 2. The amounts collected are held in external trust funds which, as of December 31, 1999, had a market value of \$354 million. EAI is required to submit every five years an estimate of the cost to decommission the units. The update filed in 1998 reflected a cost of \$813 million (in 1997 dollars) to decommission the units. Additionally, EAI files annually information and supporting testimony regarding the status and progress of re-licensing and extending the lives of the nuclear units. As directed by the Commission, the General Staff, AEEC, and EAI made a Joint Recommendation for changes to the Decommissioning Trust Agreements aimed at protecting the Arkansas ratepayers, should over collection occur and refunds be required. The resulting amendment to the ANO Trust Fund Agreements was executed and filed with the Commission.

The rate levels of several electric utilities were under review during 1999 including Oklahoma Gas and Electric Company (OG&E), Southwestern Electric Power Company (SWEPCO), and Farmers Electric Cooperative (Farmers). General Staff initiated reviews of OG&E's and SWEPCO's rate levels and class subsidies in 1998. Farmers renegotiated its purchased power contract with its wholesale supplier (Entergy Arkansas, Inc.) in 1999 and lowered its rates. In all three proceedings, reduction or elimination of interclass subsidies was a key issue since subsidies created in a monopolistic industry will not be sustainable in a competitive marketplace where customers may choose a competitive supplier that does not require the payment of subsidies.

In the OG&E case, General Staff and other parties agreed in a stipulated settlement to a \$2.3 million rate reduction and elimination of class subsidies over a three-year period. The

first year of the three-year phase-in began in October, 1999.

General Staff also recommended to the Commission that SWEPCO reduce its rates. A Stipulation was reached in that case to reduce SWEPCO's rates by \$5.3 million. Class rates of return are to be equalized over a two-year phase-in period beginning in December, 1999.

Farmers realized a savings of \$392,746 in purchased power costs from the renegotiation of their wholesale power contract with EAI which translated into an overall decrease of 7.1%. A Stipulation was reached in the Farmers case that equalized the class rates of return and allowed all but certain irrigation customers a decrease in rates.

In late 1999, the Commission approved an Arkansas Electric Cooperative Corporation (AECC) wholesale rate reduction. Since the distribution cooperatives who purchase their power requirements from AECC are required to file cost of service studies in compliance with Act 1556 on January 1, 2000, the decision on whether to pass this reduction on to retail consumers and in what proportion to the rate classes has been reserved for each distribution cooperative's unbundling case. Proceedings in the unbundling cases will be conducted during 2000 and 2001. During 1999, electric utilities continued to respond to competitive pressures through the design of special rate contracts and tariffs. The Commission approved one special rate contract and sixteen tariffs were filed by electric utilities and approved by the Commission to provide customers with additional service offerings.

The Commission granted four applications for Certificates of Convenience and Necessity (CCN) and two Certificates of Environmental Compatibility and Public Need (CECPN) to construct transmission facilities. In 1998, EAI requested a CECPN

## Section 3 - Highlights

to construct transmission and substation facilities to meet the electrical needs of the growing population in north central Arkansas and to provide a reliable off-site back-up power source to ensure a safe shutdown of Arkansas Nuclear One during emergencies. The Commission order in this highly contested case was issued in 1999 approving construction of the line. AECC received approval of a CECPN to construct a new 153 MW facility at Fulton, Arkansas. There are currently two pending CCN filings before the Commission with decisions expected in 2000. The Commission also granted ten applications requesting release of certain customers from one utility to another.

### Telecommunications

Of the 375 new dockets filed with the Commission during 1999, 265 were telecommunications cases. The number of competitive local exchange carriers (CLECs) continued to grow. Thirty-nine entities filed applications for authority to operate as CLECs and 24 were authorized during 1999. The number of authorized CLECs at 77 exceeds the number of incumbent local exchange carriers (ILECs) at 30.

CLECs continued to expand their operating areas. While most CLECs operate in the territories of Southwestern Bell Telephone Company (SWBT) and GTE, 6 CLECs have approved interconnection agreements to operate in the territory of 7 rural ILECs. The 6 CLECs primarily offer prepaid local service targeted at customers of the ILEC that have been disconnected for failing to pay outstanding bills.

Eighty-two new and revised interconnection agreements became effective during 1999, including an arbitrated interconnection agreement between ALLTEL Communications, Inc. and SWBT.

Three additional ILECs requested and were granted exemptions from certain

Commission rules to allow them to provide prepaid local service. The service allows certain economically disadvantaged customers to continue to receive service and allows the ILECs to provide a service that directly competes with some CLEC services.

Three ILECs requested and were granted exemptions from the Commission's requirement that a public pay telephone be maintained in each ILEC exchange. A public pay telephone will be maintained in each of the 6 affected exchanges by certified private pay telephone service (PPTS) providers. Paytel, Inc. and PhoneTel Technologies, Inc. will serve 6 and 2 exchanges respectively. Also, during 1999 SWBT was granted a certificate to operate as a PPTS provider throughout Arkansas.

SWBT requested and was granted exemptions from certain Commission billing rules so that it could offer its customers the option of receiving their telephone bills electronically through the Internet.

The facility based local exchange carriers filed intrastate intraLATA toll dialing parity plans with the Commission in response to revised implementation requirements issued by the Federal Communications Commission. The plans were approved and implemented during the year. This allowed customers to pre-subscribe to a provider of intraLATA toll services and to access that provider's services by dialing a single digit code, i.e., 1+ or 0+.

The General Staff investigated consumer complaints of unauthorized changes in telecommunications service providers. Staff determined from its investigation that slamming was not a significant occurrence in Arkansas. Many customer complaints of slamming were resolved when it was determined that another member of the family had initiated the change either by telephone or by signing a solicitation form in a store. In some complaints the

## Section 3 - Highlights

company had documented evidence of the requested change.

GTE Southwest Incorporated, GTE Arkansas Incorporated and GTE Midwest Incorporated agreed to sell their operating facilities and equipment in certain of their Arkansas exchanges to CenturyTel of Northwest Arkansas, LLC and CenturyTel of Central Arkansas, LLC. The two CenturyTel companies have made application for certification to provide telecommunications service in Arkansas. At the end of 1999, GTE Southwest Incorporated agreed to sell certain of its operating facilities, equipment and assets to VALOR Telecommunications of Texas, LP. When the purchasing companies are certified and the sales are finalized, GTE will no longer be an ILEC in Arkansas.

Six show cause petitions were filed concerning CLECs and interexchange carriers that had not paid Arkansas Intrastate Carrier Common Line Pool charges. Two carriers took actions necessary to clear the show cause, certificates of 3 carriers to operate in Arkansas were revoked and 1 show cause proceeding is pending.

Two dockets were initiated concerning telecommunications providers with delinquent payments of Arkansas Universal Service Fund assessed contributions. The two dockets initially involved 14 and 53 telecommunications providers. While many of the telecommunications providers have now made the required payment, certificates of 6 providers to operate in Arkansas have been revoked and the status of 29 providers is pending.

### Water & Sewer Industry

Under Act 305 of 1997, small water and sewer utilities are not subject to PSC jurisdiction unless the customers of the utility

or the utility petitions the Commission to exercise its regulatory jurisdiction over that utility. In December 1998, Riviera Utilities of Arkansas, Inc. filed an Act 305 petition requesting that its sewer utility be declared a regulated utility subject to the jurisdiction of this Commission. However in July 1999, Riviera withdrew its request and remains unregulated by the Commission.

In May 1999, United Water Arkansas, Inc. (UWA), a public utility water system servicing in and around the City of Pine Bluff, filed tariff revisions to change and/or clarify the Company's policy relating to its Extended Due Date Plan, increase the rates for charges related to several customer service activities, establish meter test charges based on the size of the meter tested and establish a charge for providing a statement of service usage and billing history information. After Staff review and recommendation, these tariff revisions were approved by the Commission. United Water Resources Inc. (UWR), the parent company of UWA, filed a joint application with Lyonnaise American Holding, Inc. (LAH) requesting approval of LAH to acquire indirect control of UWA which the Commission approved.



## SECTION 4

### COMMISSION REVIEW OF UTILITY OPERATIONS

In addition to performing investigations in conjunction with dockets initiated at the Commission, General Staff conducts ongoing investigations of natural gas pipeline safety, utility quality of service, and the use of automatic recovery mechanisms, as outlined below.

#### Gas Pipeline Safety Inspections

Pursuant to an agreement with the U. S. Department of Transportation and the authority granted by the Arkansas Natural Gas Pipeline Safety Act of 1971, the Commission's Pipeline Safety Office inspected numerous intrastate natural gas operators and master metered gas systems for quality control of operating safety, gas leakage, and the control of corrosion. The inspections ensure that gas operators are in compliance with the Arkansas Gas Pipeline Code and the Commission's *Special Rules - Gas*. Accidents related to natural gas are investigated and reports are prepared to ensure compliance with all Commission standards of quality and safety. During 1999, Pipeline Safety staff members performed 85 pipeline safety inspections and 157 inspections of master metered systems. Corrections of reported deficiencies are monitored until they are completed. In addition to required inspections, Pipeline Safety staff members provide technical assistance by investigating consumer complaints of inadequate service quality.

#### Electric Quality of Service Reviews

Electric Section staff members perform quality of service inspections of the electric

cooperatives and investor-owned utilities throughout the State to ensure compliance with the Commission's *General Service Rules* and the *Special Rules - Electric*. Quality of service is measured against the standards established by the Commission in those rules. The standards cover items such as the acceptable range of secondary voltages provided to customers, the minimization of electrical conductive and inductive effects, and the mapping and maintenance of transmission and distribution facilities including pole identification, right-of-way clearing, and substation record keeping. Section members also examine complaint and outage records, meter testing facilities, and equipment on each Quality of Service inspection.

In 1999, General Staff initiated eight dockets to review the quality of service provided by electric utilities and conducted field inspections of eight electric cooperatives and one investor-owned utility.

#### Telecommunications Quality of Service Reviews

The Telecommunications Staff conducts ongoing evaluations of quality of service provided by local exchange carriers in Arkansas. Carrier performance is measured against the Commission's *Telecommunications Providers Rules* and is administered to ensure that each carrier is evaluated at least once every two years. The Commission's *Telecommunications Providers Rules* establish standards in areas which include the following: 1) noise and loss associated with customer lines and network circuits; 2)

## Section 4 - Commission Reviews

capacity and operation of switching machines; 3) methods and quality of new construction; 4) responses to requests for service connection; 5) restoration of service; and, 6) general maintenance of facilities.

During 1999, quality of service reviews were conducted in 111 exchange areas of 12 incumbent local exchange carriers and in the areas served by 4 competing local exchange carriers. Section staff members reviewed maintenance programs and conducted service tests and inspections of both central office and outside plant operations, and of transmission quality. Each company submitted corrective action reports concerning reported deficiencies. Section staff members conducted follow-up reviews as required to ensure that the problems were corrected and that performance was improved.

During 1999, the General Staff completed 350 monthly and quarterly desk audits and conducted 2 biennial reviews of electric, gas, and water automatic adjustment mechanisms. As a result of these desk audits, General Staff conducted an on site compliance audit of Reliant Energy Arkla's purchase gas adjustment clause pertaining to the former Union Gas Company of Arkansas, Inc. While completion of this audit is still pending, \$3,310 will be refunded to customers in 2000.

### Compliance Audits

Under authority of Ark. Code Ann. 23-4-108, public utilities apply Commission approved automatic adjustment clauses to certain charges collected from ratepayers. Electric and gas utilities currently apply automatic adjustments to the charges recovered from their ratepayers for the cost of fuel, electric distribution cooperatives for cost of debt, and water utilities for cost of pumping.

The General Staff's audit procedures ensure that the adjustment amounts and their recovery are in compliance with the utilities' tariffs as approved by the Commission. The audit procedures meet the requirements of Section 115 (e) of the Public Utility Regulatory Policies Act (PURPA) of 1978 which requires that automatic adjustment clauses be reviewed "not less than every two years". In addition to the biennial review required by PURPA, the General Staff conducts monthly and quarterly desk audits of all cost of fuel, cost of debt, and cost of pumping water adjustments.

## SECTION 5

### FEDERAL AGENCY ACTIVITY

**T**he APSC participates before federal regulatory agencies with a focus on proceedings which effect jurisdictional cost allocation and policy issues. In addition, many issues that are addressed by the APSC in these proceedings are related to continuing efforts to open monopoly energy and telecommunications markets to competition. The following are the most significant proceedings in which the APSC participated.

#### Federal Energy Regulatory Commission (FERC)

Docket No. ER99-1004-000  
Entergy Nuclear Generating Company

Entergy Nuclear filed a tariff governing market-based capacity and energy sales, both from the Pilgrim Nuclear Power Station as well as power purchased by Entergy Nuclear in the regional power market. The APSC intervened on January 14, 1999, to secure a hold-harmless assurance from Entergy and FERC to protect Arkansas ratepayers from any adverse affects of operating a nuclear power station in competitive markets.

Docket Nos.  
EC99-18-000, EL99-22-000, and ER99-1023-000  
Boston Edison Company and  
Entergy Nuclear Generation

These dockets address an application under '203 of the Federal Power Act for approval of the sale to Entergy Nuclear of transmission facilities associated with the Pilgrim nuclear power station, which Boston Edison is also selling to Entergy

Nuclear. The petition includes a request to transfer the plant's decommissioning funds to Entergy Nuclear. A settlement was approved by the FERC on November 23, 1999, but the FERC held open a state regulators' petition for rehearing.

Docket No. EC98-40-000  
American Electric Power (AEP) and  
Central and South West (CSW)  
Merger Application

This docket addresses a pending merger between AEP and CSW, the parent company of Southwestern Electric Power Company. The APSC filed an intervention in this proceeding on June 22, 1998. On November 23, 1999, the ALJ issued an Initial Decision approving the merger as requested. The matter is pending at the FERC.

Docket No. EL99-57-000  
Entergy Services, Inc.

Entergy Services filed a petition on April 7, 1999 for a declaratory order regarding compliance of a proposal for creation of a for-profit transmission company (Transco) with the applicable Independent Transmission System Operator principles enumerated in FERC Order 888. The company asserts that a declaratory order will enable the Transco, which would be an Entergy affiliate, to expand by adding the transmission assets of other utilities. The Transco would operate, maintain and expand the transmission network. The APSC intervened on April 12, 1999 and filed a protest on May 4, 1999.

## SECTION 5—FEDERAL ACTIVITY

FERC issued an order approving the proposal as potentially meeting Regional Transmission Organization (RTO) functions and characteristics (as defined in RM99-2-000) on July 28, 1999. On August 27, 1999, the APSC, together with the City Council of New Orleans and the Louisiana Public Service Commission, filed a petition for rehearing which is pending.

Docket No. RM99-2-000  
Regional Transmission Organizations (RTOs)

On May 13, 1999, FERC issued the Notice of Proposed Rulemaking to facilitate the formation of RTOs. Arkansas filed initial comments jointly with eight other state commissions (Pennsylvania, Ohio, Indiana, Michigan, Illinois, Missouri, Oklahoma and Virginia) on Aug 23, 1999. Order No. 2000 establishing RTO rules was issued in this docket on December 20, 1999.

Docket No. CP97-724-000  
NorAm Gas Transmission Company (NGT)

On September 3, 1997, NGT filed an application to replace certain facilities at a cost of \$32.2 million. NGT asked that the costs of the project qualify for rolled-in rate treatment in its next rate case. On September 30, 1997, the APSC filed a protest requesting that FERC place an "at-risk" condition on the project. On April 21, 1998, FERC approved NGT's proposal. FERC also allowed rolled-in rate treatment as requested by NGT but with the caveat that NGT's negotiated rate customers pay the maximum firm transportation rates for new capacity. On May 21, 1998, NGT requested a rehearing of the decision which was denied February 2, 1999.

Docket No. RP99-282-000  
Reliant Energy Gas Transmission Company (REGT)

On April 12, 1999, REGT filed tariffs seeking approval for a new transmission service to serve the peaking needs of electric generation customers and other similarly situated customers. On April 23, 1999, the APSC filed an intervention in the proceeding. On June 16, 1999, FERC approved REGT's tariff filing.

Docket Nos.  
RM98-10-000  
Regulation of Short-term Transportation Services (NOPR) and  
RM98-12-000  
Regulation of Interstate Transportation Services (NOI)

On July 29, 1998, FERC requested public comment on the NOPR in which it proposes to, among other things: (1) remove the cap on released capacity, (2) permit pipelines to negotiate rates, terms and conditions, (3) revise certain rate and certificate policies, (4) improve pipeline reporting requirements, and (5) revise pipeline nomination and scheduling procedures. In the NOI, FERC asked for comment on the pricing of existing capacity and new capacity. On April 22, 1999, the APSC filed comments in the proceedings.

Securities and Exchange Commission (SEC)

File No. 70-8861  
Entergy Nuclear

At issue in this proceeding is whether Entergy should form a separate nuclear subsidiary and offer services/expertise to other nuclear

## SECTION 5—FEDERAL ACTIVITY

utilities. The APSC intervention was filed July 29, 1996 and a Supplemental Protest and Request for Hearing was filed August 27, 1996. A contract to run the Maine Yankee power plant was announced January 7, 1997. A purchase by Entergy of the Pilgrim Nuclear Power Station from Boston Edison was announced in December 1998.

File No. 70-8529  
Entergy Corporation, et al.

On November 21, 1994, Entergy filed requesting SEC approval of affiliate pricing provisions of the 1992 Settlement Agreement with the APSC, the City of New Orleans and the Mississippi PSC. The APSC filed its intervention and request for approval on April 2, 1997 in order to preserve appellate rights. The application was approved by order dated June 22, 1999.

File No. 70-9123  
Entergy Corporation, et al.

On October 10, 1997, Entergy filed an application with the SEC requesting authorization to increase its level of guarantees to non-utility subsidiaries to \$750 million. It also requested waivers of certain sections of PUHCA, which would allow it to reorganize its non-affiliate subsidiaries in order to make public sales of a portion of its non-regulated business only. On March 7, 1998, the APSC filed its Notice of Intervention, Protest, and Request for Hearing.

File No. 70-9049  
Entergy Corporation

On May 6, 1998, Entergy filed an application for a waiver of SEC Rule 53's "safe harbor" limits. If granted, the waiver would allow Entergy to invest up to 100% of consolidated retained earnings in foreign utility companies and exempt wholesale

generators. The APSC's intervention, protest, and request for hearing was filed November 13, 1998.

File No. 70-9381  
American Electric Power (AEP) and  
Central and South West (CSW)

On March 5, 1999, the SEC issued a notice that AEP had filed its proposal to acquire through a merger all of the common stock of CSW and all of CSW's four electric utility subsidiary companies. The APSC filed to intervene in the proceeding on April 5, 1999.

### Federal Dockets on Appeal

DCC97-1715  
Transmission Access Policy  
Study Group v. FERC

This case is the consolidated appeal to overturn or modify the FERC Order 888. The APSC appeal challenges the FERC's assertion of jurisdiction over retail stranded costs. Oral argument was held November 3, 1999.

DCC97-1661  
Louisiana Public Service  
Commission (LPSC) v. FERC

The LPSC petitioned for review of the FERC's decision to dismiss its Section 206 complaint without hearing. The APSC intervened in support of the FERC. The Court entered an order on August 6, 1999, remanding the case to the FERC to explain why it assessed capacity costs for interruptible service and to explain what it means by "rough equalization" of costs among the operating companies.

## SECTION 5—FEDERAL ACTIVITY

### Federal Communications Commission (FCC)

CC Docket No. 80-286

Jurisdictional Cost Allocation (Separations)  
Reform

The FCC is currently evaluating changes to its jurisdictional cost allocation rules. A member of the Commissioners' Staff is currently a staff member of the Joint Board in this proceeding.

CC Docket No. 96-45

Establishment of a Universal Service Fund

On November 2, 1999, the Common Carrier Bureau released the state specific high cost support amounts for non-rural carriers. Only one Arkansas carrier, Southwestern Bell, certified as non-rural. Southwestern Bell will receive approximately \$3.7 million in 2000 for the maintenance of universal service in Arkansas. In 2001, Southwestern Bell will receive less than this amount.

CC Docket No. 97-100

Request for Preemption of Arkansas Act 77 of 1997

On December 23, 1999 the FCC released an order preempting parts of Act 77. Specifically, the FCC preempted parts of section 9(d) and 9(i), as well as subsections 10(b) and (c). The FCC held the petitions for preemption in abeyance until it resolves issues regarding the operations of the federal universal service program. Comments have been requested on whether Sections 4 and 5 of Act 77 conflict with federal law and the FCC's rules.

## SECTION 6

### OTHER ACTIVITY

The National Association of Regulatory Utility Commissioners (NARUC) is a quasi-governmental nonprofit corporation founded in 1889. NARUC membership is composed of the governmental agencies of the fifty states, the District of Columbia, Puerto Rico, the Virgin Islands, and 10 federal commissions. NARUC's objective is to improve the quality and effectiveness of public regulation of utilities and carriers.

NARUC operates through committees and subcommittees. Those groups advance regulation through study and discussion of the operation and supervision of public utilities and carriers. Through promoting coordinated action by the commissions, the organization serves to protect the public interest.

The Arkansas Public Service Commission was represented during 1999 by the following committee and subcommittee assignments:

#### Commissioners

Jim von Gremp  
Committee on Finance and Technology

Sam I. Bratton, Jr.  
Board of Directors  
Committee on Electricity

Betty C. Dickey  
Committee on Communications

#### Commissioners' Staff

D. David Slaton  
Staff Subcommittee on Administrative Law Judges

Sarah Bradshaw  
Staff Subcommittee on Law

Sam Loudenslager  
Staff Subcommittee on Communications  
Joint Board For Separations,  
CC Docket 80-286

David Lewis  
Staff Subcommittee on Gas

Richard House  
Staff Subcommittee on Strategic Issues

#### Executive Director

Sandra Hochstetter  
Staff Subcommittee on Executive Directors

#### General Staff

Bill Dennis  
Staff Subcommittee on Accounts

Bret Franks  
Staff Subcommittee on Depreciation





## SECTION 7

### CONSUMER SERVICES SUMMARY

**T**he Consumer Services Section investigates consumer complaints concerning utility issues. Informal complaints can be made by telephone, in writing, or in person. Formal complaints must be made in writing and are resolved by the Commission.

The Consumer Services Section also performs focused inspections to ensure utility compliance with the Commission's *General Service Rules* and *Telecommunications Providers Rules*.

#### Informal Consumer Complaints and Inquiries

During 1999, 24,232 Arkansas customers contacted Consumer Services regarding utility issues. Of the 24,232 contacts, 2561 or 11%, were classified as informal complaints. The majority of the contacts are customers requesting information or referral to another agency and referrals to utilities were made consistent with the requirement of Arkansas Code Ann. Section 23-3-119, which provides that "every complainant shall, before filing a complaint, make a good faith effort to informally resolve with the respondent the situation complained of". (49%).

Although complaints represent only 11% of all contacts through Consumer Services, they require significant amounts of time and resources. Complaints involve numerous contacts with utility personnel and General Staff members as well as extensive research to ensure compliance with Commission rules and approved tariffs. Many also require additional technical analysis, field investigation, and written reports. Billing complaints continue to make up the greatest portion of complaints for each industry followed by complaints regarding obtaining service and service quality.

#### Formal Complaints

In 1999, one formal complaint was filed with the Commission by a consumer regarding an electric company.

#### Other Dockets

In 1999, Consumer Services participated in ten other proceedings that came before the Commission. These proceedings involved changes in utility fees, charges, and procedures.

#### Consumer Services Review of Compliance with PSC General Service Rules and Telecommunications Providers Rules

Consumer Services performed focused inspections of utility compliance with Commission Rules on 10 different companies in 1999. These inspections encompass a review of the utility's approved tariffs and policies and procedures relating to all aspects of the provision of utility service. In all these cases, corrective action was taken by the utility in response to the findings and recommendations made by Staff.

### Consumer Services Summary (Continued)

Complaints are analyzed in a variety of ways. Complaint issues are identified specifically both for utility industry groups and for individual utilities. The following tables provide the total written and verbal complaints by type and by industry.

#### MAJOR CATEGORY COMPLAINT SUMMARY BY INDUSTRY YEAR ENDED DECEMBER 31, 1999

##### WRITTEN COMPLAINTS

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
Billing	92	22	44	2	160
Service Quality	49	22	3	1	75
Service Requests	8	3	1	1	13
<b>SUBTOTALS</b>	<b>149</b>	<b>47</b>	<b>48</b>	<b>4</b>	<b>248</b>

##### VERBAL COMPLAINTS

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
Billing	639	440	559	64	1,702
Service Quality	153	115	31	1	300
Service Requests	141	121	48	1	311
<b>SUBTOTALS</b>	<b>933</b>	<b>676</b>	<b>638</b>	<b>66</b>	<b>2,313</b>

<b>TOTALS</b>	<b>1,082</b>	<b>723</b>	<b>686</b>	<b>70</b>	<b>2,561</b>
---------------	--------------	------------	------------	-----------	--------------

## Consumer Service Summary (Continued)

### ELECTRIC INDUSTRY

<u>Electric Utility</u>	<u>Arkansas Customers</u>	<u>Complaints To APSC</u>	<u>Company Action Correct</u>	<u>Company Action Incorrect</u>	<u>Company Action Modified</u>	<u>Complaints Per 1000 Misc. Customers</u>	
Ark. Electric Coop. Corp.	18	0	0	0	0	0	0.00
Ark. Valley Electric Coop. Corp.	42,373	10	8	0	2	0	0.24
Ashley-Chicot Electric Coop., Inc.	4,807	3	2	0	1	0	0.62
C & L Electric Coop. Corp.	19,494	13	8	2	3	0	0.67
Carroll Electric Coop. Corp.	51,613	25	18	2	4	1	0.48
Clay County Electric Coop. Corp.	11,574	4	2	0	2	0	0.35
Craighead Electric Coop. Corp.	24,986	10	6	1	1	2	0.40
Empire District Electric Co.	3,645	5	4	0	1	0	1.37
Entergy Arkansas, Inc.	627,786	464	266	45	124	29	0.74
Farmers Electric Coop. Corp.	5,116	1	1	0	0	0	0.20
First Electric Coop. Corp.	63,233	60	35	6	17	2	0.95
Mississippi County Elec. Coop., Inc.	4,014	0	0	0	0	0	0.00
North Ark. Electric Coop., Inc.	29,566	0	0	0	0	0	0.00
Oklahoma Gas and Electric Co.	59,476	49	18	12	14	5	0.82
Ouachita Electric Coop. Corp.	9,187	1	1	0	0	0	0.11
Ozarks Electric Coop. Corp.	36,559	3	6	0	5	2	0.36
Petit Jean Electric Coop. Corp.	16,725	5	2	2	1	0	0.30
Rich Mountain Elec. Coop., Inc.	6,871	2	0	0	2	0	0.29
South Central Ark. Elec. Coop., Inc.	9,151	3	0	0	3	0	0.33
Southwest Ark. Elec. Coop. Corp.	22,940	3	1	1	1	0	0.13
Southwestern Electric Power Co.	97,175	59	32	10	14	3	0.61
Woodruff Electric Coop. Corp.	17,826	2	2	0	0	0	0.11
<b>TOTALS</b>	<b>1,164,135</b>	<b>732</b>	<b>412</b>	<b>81</b>	<b>195</b>	<b>44</b>	<b>0.63</b>

## Consumer Service Summary (Continued)

### GAS INDUSTRY

<u>Gas Utility</u>	<u>Arkansas Customers</u>	<u>Complaints To APSC</u>	<u>Company Action Correct</u>	<u>Company Action Incorrect</u>	<u>Company Action Modified</u>	<u>Misc.</u>	<u>Complaints Per 1,000 Customers</u>
Arkla, Division of NorAm Energy	434,596	321	145	47	111	18	0.74
Ark. Oklahoma Gas Corp.	46,749	331	303	9	16	3	7.08
Ark. Western Gas Company (Includes Assoc. Natural Gas Co.)	127,739	47	33	5	4	5	0.37
NOARK Pipeline System, Ltd, Partnership (The)	0	0	0	0	0	0	0.00
Union Gas Company of Ark.	0	0	0	0	0	0	0.00
<b>TOTALS</b>	<b>609,084</b>	<b>699</b>	<b>481</b>	<b>61</b>	<b>131</b>	<b>26</b>	<b>1.15</b>

### WATER & SEWER

<u>Water/Sewer Utility</u>	<u>Arkansas Customers</u>	<u>Complaints To APSC</u>	<u>Company Action Correct</u>	<u>Company Action Incorrect</u>	<u>Company Action Modified</u>	<u>Misc.</u>	<u>Complaints Per 1,000 Customers</u>
Central Ark Sewer Systems, Inc.	1,304	0	0	0	0	0	0.00
Riviera Utilities of Ark., Inc.	2,085	0	0	0	0	0	0.00
Sebastain Lake Public Utility Co.	90	3	2	1	0	0	33.33
Shumaker Public Service Corp.	415	0	0	0	0	0	0.00
United Water Arkansas	19,239	67	37	17	10	3	3.48
<b>TOTALS</b>	<b>23,133</b>	<b>70</b>	<b>39</b>	<b>18</b>	<b>10</b>	<b>3</b>	<b>3.03</b>

## Consumer Service Summary (Continued)

### TELEPHONE INDUSTRY

Telephone Company Name	Arkansas Access Lines	Complaints To APSC	Company Action Correct	Company Action Incorrect	Company Action Modified	Complaints Per 1000 Misc. Customers
ALLTEL Ark., Inc.	79,298	71	34	17	14	6 0.90
Ark. Telephone Co., Inc	6,616	6	3	2	0	1 0.91
Central Ark. Telephone Coop., Inc.	2,525	4	1	0	2	1 1.58
CenturyTel	34,181	50	20	4	22	4 1.46
Cleveland County Telephone Co., Inc.	2,917	1	1	0	0	0 0.34
Decatur Telephone Co., Inc.	768	0	0	0	0	0 0.00
E. Ritter Telephone Co.	3,790	1	0	0	0	1 0.26
GTE Southwest, Inc.	168,129	180	63	35	72	10 1.07
Lavaca Telephone Co., Inc.	1,475	1	0	0	0	1 0.68
Madison County Telephone Co., Inc.	2,628	4	3	0	1	0 1.52
Magazine Telephone Co., Inc.	832	2	2	0	0	0 2.40
Mountain View Telephone Co.	5,057	2	0	0	2	0 0.40
Northern Ark. Telephone Co., Inc.	5,936	16	10	1	5	0 2.70
Ozark Telephone Co. of Missouri	93	1	1	0	0	0 10.75
Prairie Grove Telephone Co.	7,811	3	1	1	1	0 0.38
Rice Belt Telephone Co., Inc.	729	2	2	0	0	0 2.74
Scott County Telephone Co., Inc.	115	0	0	0	0	0 0.00
South Ark. Telephone Co., Inc.	3,180	6	3	0	3	0 1.89
Southwest Ark. Telephone Coop., Inc.	4,763	3	3	0	0	0 0.63
Southwestern Bell Telephone Co.	669,562	347	194	54	68	29 0.52
Tri-County Telephone Co., Inc.	5,489	3	2	0	1	0 0.55
Walnut Hill Telephone Co.	4,223	2	1	1	0	0 0.47
Yelcot Telephone Co., Inc.	2,887	4	2	0	2	0 1.39
Yell County Telephone Co.	4,141	4	3	1	0	0 0.97
All Long Distance Carriers	N/A	439	112	128	159	31 N/A
<b>TOTALS</b>	<b>1,017,145</b>	<b>1152</b>	<b>461</b>	<b>244</b>	<b>352</b>	<b>84 1.13</b>

# APPENDIX A

## JURISDICTIONAL UTILITIES

During 1999, the Commission carried out its statutory obligation to review and regulate the rates and/or practices of utility companies. The utilities under the Commission's jurisdiction in 1999 are listed below:

Investor-Owned Electric Utilities.....	4
Electric Cooperatives.....	18
Investor-Owned Gas Utilities.....	3
Natural Gas Operators.....	32
Master Meter Gas Operators.....	205
Water Utilities.....	4
Sewer Utilities.....	2
Incumbent Local Exchange Carriers.....	30
Competitive Local Exchange Carriers.....	77
Interexchange Carriers, Private Pay Telephone Providers.....	308
<b>TOTAL.....</b>	<b>683</b>

### Investor-Owned Electric Utilities

Empire District Electric Company , (The)  
Entergy Arkansas, Inc. (formerly AP&L)

Oklahoma Gas and Electric Company  
Southwestern Electric Power Company

### Electric Cooperatives

Arkansas Electric Cooperative Corporation  
Arkansas Valley Electric Cooperative Corp.  
Ashley-Chicot Electric Cooperative, Inc.  
C & L Electric Cooperative Corporation  
Carroll Electric Cooperative Corporation  
Clay County Electric Cooperative Corporation  
Craighead Electric Cooperative Corporation  
Farmers Electric Cooperative Corporation  
First Electric Cooperative Corporation

Mississippi County Electric Cooperative, Inc.  
North Arkansas Electric Cooperative, Inc.  
Ouachita Electric Cooperative Corporation  
Ozarks Electric Cooperative Corporation  
Petit Jean Electric Cooperative Corporation  
Rich Mountain Electric Cooperative, Inc.  
South Central Arkansas Electric Cooperative, Inc.  
Southwest Arkansas Electric Coop. Corporation  
Woodruff Electric Cooperative Corporation

## Jurisdictional Utilities (Continued)

### Investor-Owned Gas Utilities

Arkansas Oklahoma Gas Corporation  
 Arkansas Western Gas Company and its  
 division, Associated Natural Gas Company  
 Reliant Energy Arkla, a division of Reliant  
 Energy Resources Corp.

### Natural Gas Operators

Albemarle Corporation \*  
 Apache Corporation \*  
 Associated Natural Gas Company  
 Augusta City Light Water and Gas  
 Des Arc Municipal Gas Company  
 DeValls Bluff Natural Gas System  
 Dynegy (Sour Gas Gathering)  
 Enogex Arkansas Pipeline Corporation  
 (Searcy Gas Gathering)  
 Entergy  
 Georgia Pacific Corporation  
 Great Lakes Chemical Corporation \*  
 Gruy Petroleum Management Co.  
 Harrisburg Water and Gas Division  
 Hazen Natural Gas Company  
 Integrated Services, Inc.  
 Lion Oil Company  
 LKL Pipeline Company  
 MKP Production Company  
 Magnolia Gas Company  
 Magnolia Gas Transmission Company  
 Natural Gas Pipeline Company of America  
 North Crossett Gas & Water Company  
 Petro-Chem Operating Company, Inc. \*  
 Reliant Energy Field Services Corporation  
 Reliant Energy Gas Transmission Company  
 Reliant Energy Pipeline Services  
 Reynolds Metal Company \*\*  
 Whiting Petroleum Corporation \*

\* Jurisdiction transferred to Arkansas Oil & Gas  
 Commission on the following dates:

Albemarle Corporation - September 23, 1999  
 Apache Corporation - May 14, 1999  
 Great Lakes Chemical Corporation - November 3, 1999  
 Petro-Chem Operating Company, Inc - June 28, 1999  
 Whiting Petroleum Corporation - May 14, 1999, with a por-  
 tion of its pipelines remaining under jurisdiction of the  
 Commission.

\*\* Reynolds Metal Company deactivated its pipeline during  
 April, 1999.

### Master Meter Gas Operators

3801 Inc. (Apartments)  
 Adams Mobile Home Park  
 AIMCO (Apartments)  
 Affordable Residential Comm. (MHP)  
 Allison Trailer Park  
 Alpha Property Management, Inc. (Apartments)  
 Arkansas Court Apartments  
 Arkoma, Inc. (Mobile Home Park)  
 Associate Management (Apartments)  
 Associated Realty Services, Inc. (Apartments)  
 Augusta Housing Authority  
 Autumn Run Mobile Home Park  
 B & G Mobile Home Park  
 Bailey Properties Corporation (Apartments)  
 Bald Knob Housing Authority  
 Bart Gray Realty (Apartments)  
 Batesville Housing Authority  
 Beaver Lake Mobile Home Park  
 Beebe Housing Authority  
 Bellefonte Mobile Home Park  
 Berryville Mobile Home Park  
 Billings Trailer Park  
 Boonstra Mobile Home Park  
 Boucher & Slack Enterprises (Apartments)  
 Brand New Hope Mobile Home Park  
 Brinkley Housing Authority  
 Bruck Trailer Park  
 Buck's Trailer Park  
 CIC Arms Apartments  
 Cabin Court Apartments  
 Camden Housing Authority

## Jurisdictional Utilities (Continued)

### Master Meter Gas Operators (Continued)

Carter Investments-Oakridge (Apartments)	Gar Creek Trailer Park
Centerton Mobile Home Park	Garden Valley Apartments
Chateau Rental Properties (Apartments)	Georgetown Apartments
Chateau West Apartments	Green Acres Mobile Home Park
Clara Knight Mobile Home Park	Green Elf Court Apartments
Clarendon Housing Authority	Guaranty Loan and Realty (Apartments)
Coffman Investments (Apartments)	Guffey Properties (Mobile Home Park)
Colonial Arms Apartments	Happy Pines Mobile Home Park
Colonial Estates Mobile Home Park	Harris Trailer Park
Colonial Oaks Apartments	Harsted, Inc. (Apartments)
Con-Ivie Gardens Apartments	Hartgrave Trailer Park
Conway Housing Authority	Heber Springs Housing Authority
Cottage Apartments & Trailers	Heritage Park Apartments
Cotton Plant Housing Authority	Hermitage Trailer Park
Country Manor Mobile Home Park	Hewett Springs Mobile Home Gardens
Country Mobile Estates	Hickory Ridge Housing Authority
Country Oaks Mobile Home Trailer Park	Highcliff Apartments
Countryside Mobile Home Park	Hill Top Mobile Home Park
D&C Trailer Park	Hilltop Mobile Home Park
Dale Martin Trailer Park	Hoxie Housing Authority
Dallas Gross Apartments	Hudson Realty Company (Apartments)
Danny Thomas Managements (Apartments)	Hughes Housing Authority
Dardenelle Retirement Center (Apartments)	Indian Hills Estates Mobile Home Park
Dardenelle Housing Authority	Jarrett Property Management (Apartments)
Delmarr Apartments	Jim Peacock Realty (Apartments)
Des Arc Housing Authority	Johanson-Webster Properties (Apartments)
Dewar Properties (Apartments)	Jones Trailer Park
Dhein's Mobile Home Park	Keathley Enterprises (Mobile Home Park)
Earle Housing Authority	Keller's Mobile Home Park
Eaton Trailer Park	Kohner Properties (Apartment)
Ed Cook Apartments	Krebs Rentals (Mobile Home Park)
11 <sup>th</sup> Street Mobile Home Park	L&K Properties (Apartments)
Elm Springs Trailer Park	Lakeland Trailer Park
Eoff & Company, Inc. (Mobile Home Park)	Lakeside Resort Mobile Home Park
Evans Mobile Home Park	Leta Wagner Mobile Home Park
Faucette Realty (Apartments)	Lindsey Management (Apartments)
Fick Street Apartments	Little Rock Housing Authority
First Capitol Management Group (Apartments)	Little's Trailer Park
Forrest City Housing Authority	Logan Township Gas Users Association
Fort Smith Housing Authority	Love's Apartments
Fountain Plaza Apartments	Magnolia Housing Authority
Gage Trailer Park	Mammoth Spring Housing Authority
	Manila Housing Authority
	Marianna Housing Authority
	Martin Trailer Park



## Jurisdictional Utilities (Continued)

### Master Meter Gas Operators (Continued)

McCrory Housing Authority  
 Melody Trailer Court  
 Mena & Polk Co. Housing Authority  
 Midway Park  
 Midway Trailer Park  
 Mobile Home Village (71-)  
 Monte Ne Mobile Home Park  
 Moore Apartments  
 Morgan's Trailer Park  
 Motor Inn Trailer Park  
 Mountain Home Mobile Home Park  
 Mr. James Love (MHP)  
 Mr. Osco Honeycutt (Apartments)  
 Newport Housing Authority  
 Nine Elms Mobile Home Park  
 Oakwood Apartments  
 Out-in-the-Woods Apartments  
 Ozark Land Development (Mobile Home Parks)  
 Painter's Mobile Home Park  
 Paragould Housing Authority  
 Parkin Housing Authority  
 Parkway Village Apartments  
 Pearson's Trailer Park  
 Pharr Apartments and Trailers  
 Pine Meadow Trailer Park  
 Piney Woods Apartments  
 Pocahontas Housing Authority  
 Poplar Square Apartments  
 Pro Realty (Apartments)  
 Property Management, Inc. (Apartments)  
 Protho Manor Apartments  
 RPS Management Company L.P. (Apartments)  
 Razorback Mobile Home Park  
 Rector Housing Authority  
 Rector-Phillips-Morse (Apartments)  
 Remount Road Mobile Home Park  
 Rental Management, Inc. (Apartments)  
 Rison Housing Authority  
 Riverside, Inc. (Apartments)  
 Ro-Lynn Hills Mobile Home Park  
 Rockway

Rolling Hills Mobile Home Park  
 Royal Oak Apartments  
 Ruffs Mobile Home Park  
 Rutherford Mobile Home Park  
 Salem Housing Authority  
 Scholars Inn Apartments  
 Shady Acres Mobile Home Park  
 Shady Rest Court Mobile Home Park  
 Sink Realty (Apartments)  
 Southgate Village Apartments  
 Squire Court Limited Partnership (Apt.)  
 Star Management (Apartments)  
 Suburban Mobile Home Park  
 Sugarloaf Trailer Park  
 Suncrest Village Limited  
 Sunset Village Limited  
 TUP III Limited Partnership (Apartments)  
 Taliafaro, Inc. (Apartments)  
 Tara Apartments  
 Tara Garden Apartments  
 Taylor's Mobile Home Park  
 Terry Lynn Trailer Park  
 The English Apartments  
 Town & Country Mobile Home Park  
 Town Houses in the Park  
 Trailwood Mobile Home Park  
 Travis Trailer Park  
 Trent Consulting & Investing  
 Trumann Housing Authority  
 Trumann Mobile Home Park  
 Tucker's Trailer Park  
 United Property Management (Apartments)  
 Valley View & Creekside MHPs  
 W-7 Mobile Park  
 Wards Mobile Home Park  
 Warren Housing Authority  
 Washington Plaza Apartments  
 West Memphis Housing Authority  
 Westpark Meadows Apartments  
 Wilbur's Mobile Home Park  
 Willow Wood Apartments  
 Winston Apartments  
 Wood Terrace Apartments  
 Woodridge Estates Mobile Home Park

## Jurisdictional Utilities (Continued)

### Water Utilities

Riviera Utilities of Arkansas, Inc.  
 Sebastian Lake Public Utility Company  
 Shumaker Public Service Corporation  
 United Water Arkansas, Inc.

Tri-County Telephone Company  
 Walnut Hill Telephone Company  
 Yelcot Telephone Company  
 Yell County Telephone Company

### Sewer Utilities

Central Arkansas Sewer Systems, Inc.  
 Sebastian Lake Public Utility Company

### Incumbent Local Exchange Carriers

ALLTEL Arkansas, Inc.  
 Arkansas Telephone Company, Inc.  
 Central Arkansas Telephone Cooperative, Inc.  
 CenturyTel of Northwest Louisiana, Inc.  
 CenturyTel of South Arkansas, Inc.  
 CenturyTel of Mountain Home, Inc.  
 CenturyTel of Arkansas, Inc.  
 CenturyTel of Redfield, Inc.  
 Cleveland County Telephone Company  
 Decatur Telephone Company  
 E.Ritter Telephone Company  
 GTE Arkansas, Inc.  
 GTE Southwest, Inc.  
 GTE Midwest, Inc.  
 Lavaca Telephone Company  
   d/b/a Pinnacle Communications  
 Madison County Telephone Company  
 Magazine Telephone Company  
 Mountain View Telephone Company  
 Northern Arkansas Telephone Company, Inc.  
 Ozark Telephone Company of Missouri  
 Prairie Grove Telephone Company  
 Rice Belt Telephone Company  
 Scott County Telephone Company  
 South Arkansas Telephone Company  
 Southwest Arkansas Telephone Cooperative  
 Southwestern Bell Telephone Company

### Competitive Local Exchange Carriers

1-800-Reconnex, Inc.  
 A South Pay Phones  
 A.R.C. Networks, Inc.  
 ACC National Long Distance Corp.  
 Access Point, Inc.  
 Accutel Communications, Inc.  
 ACS Systems, Inc.  
 ACS Telcom, Inc.  
 ACSI Local Switched Services, Inc.  
 Advanced Tel, Inc.  
 Advanced Management Services, Inc.  
 Advanced Communications, Inc.  
 Advantage Telecommunications, Corp.  
 Affinity Corporation  
 All American Telephone, Inc.  
 Alliance Group Services, Inc.  
 Allnet Communications Services, Inc.  
 ALLTEL Communications, Inc.  
 Alternate Communications Technology, Inc.  
   d/b/a ACT  
 American Long Lines, Inc.  
 American Tel Group, Inc.  
 American Nortel Communications, Inc.  
 American Telecommunications Systems, Inc.  
 American International Telephone, Inc.  
 American Network Exchange, Inc.  
 Americatel Corporation  
   d/b/a 10123 Americatel  
 America's Tele-Network Corp.  
 Ameritech Communications International  
 Ameritel Pay Phones, Inc.  
 AmeriVision Communications, Inc. \*  
 Arkansas State Telephone  
 Association Administrators, Inc. \*

## Jurisdictional Utilities (Continued)

### Competitive Local Exchange Carriers (Continued)

AT&T Communications of the SW  
 Bar Tel Communications, Inc.  
 Brooks Worldcom  
 Business Telecom, Inc.  
     d/b/a BTI Telecommunications Services  
 Buy-Tel Communications  
 Caprock Communications Corp.  
 Choctaw Communications, L.C.  
     d/b/a Smoke Signal Communications  
 Comm South Companies, Inc.  
     d/b/a Arkansas Comm South, Inc.  
 Connect Communications Corp.  
 Dakota Services, Limited of Arkansas  
 DMJ Communications, Inc.  
 DSLNET Communications  
 Entergy Hyperion Telephone of AR, L.L.C.  
 EZ Phone, Inc.  
 EZ Talk Communications  
 Gabriel Communications of Arkansas, Inc.  
 Go-Tel, Inc.  
 GTE Communications Corp.  
     d/b/a GTE Long Distance  
 Hometel, Inc.  
 Intermedia Communications, Inc.  
 ITC Deltacom Communications, Inc.  
 Kero Communications, Inc.  
 Lone Star State Telephone Company  
 Max-Tel Communications, Inc.  
 Navigator Telecommunications, Inc.  
 NEA Telecom  
 Net-Tel Corporation  
 NOW Communications, Inc.  
 Omniplex Communications Group, LLC  
 Preferred Carrier Services, Inc.  
 Snappy Phone of Texas, Inc.  
 Sprint Communications Co. L.P.  
 State Discount Telephone  
 Supra Telecommunications and  
     Information Systems, Inc.  
 Suretel, Inc.  
 TCA Communications  
 TelLink, L.L.C.

Teligent, Inc.  
 Tel-South Communications  
 Transtar Communications  
 U.S. Telco, Inc.  
 US West Interprise America, Inc.  
     d/b/a Interprise America, Inc.  
 USLD Communications, Inc.  
 VARTEC Telecom, Inc.  
 Winstar Wireless, Inc.

### Interexchange Carriers and Private Pay Telephone

360 Long Distance, Inc.  
 A South Pay phones  
 ACC National Long Distance Crop.  
 Access One, Inc.  
 Access Point, Inc.  
 Accutel Communications, Inc.  
 ACS Systems, Inc.  
 Adelpia Telecommunications, Inc.  
 Advanced Communications, Inc.  
     d/b/a Advanced Payphones  
 Advanced Tel, Inc. d/b/a EATEL  
 Advanced Management Services, Inc.  
 Advantage Telecommunications, Crop.  
 Affinity Corporation  
 Airnex Communications, Inc.  
 Alliance Group Services, Inc.  
 Allnet Communications Services, Inc.  
 Alternate Communications Technology, Inc.  
     d/b/a ACT  
 America One Communications, Inc.  
 American Farm Bureau, Inc.  
     d/b/a The Farm Bureau  
 American Telecommunications Systems, Inc.  
 American Nortel Communications, Inc.  
 American Network Exchange, Inc.  
 American Long Lines, Inc.  
 American International Telephone, Inc.  
 Americatel Corporation  
     d/b/a 10123 Americatel  
 Ameritech Communications International  
 Ameritel Pay Phones, Inc.

## Jurisdictional Utilities (Continued)

### Interexchange Carriers and Private Pay Telephone (Continued)

A.R.C. Networks, Inc.  
 Artech, LLC  
 ASC Telcom, Inc.  
 ATI, Inc.  
     d/b/a Advanced Telecom Intergrations, Inc.  
 Atcall, Inc.  
 Atlantic Telephone Company, Inc.  
 ATN Communications, Inc.  
 AXES, Inc. d/b/a AXCES International  
 Basic Phone, Inc.  
 Bell Atlantic Communications, Inc.  
 Bellsouth BSE Inc.  
 Bellsouth Long Distance, Inc.  
 Big Planet, Inc.  
 Blackstone Communications Company  
 BLT Technologies, Inc.  
 Budget Call Long Distance  
 Buehner-Fry, Inc.  
 Business Discount Plan, Inc.  
 Business Calling Plan, Inc.  
 Buyers United International  
 Cable and Wireless, Inc.  
 Cable and Wireless Global Card Services, Inc.  
 Cable and Wireless Global Markets, Inc.  
 Call West Communications  
 Caprice Communications  
 Capsule Communications  
 Casco Pay Phones  
 Central Payphone Services, Inc.  
 Century Telecommunications, Inc.  
 Centurytel Solutions, LLC  
 Chancey, Steven Wayne  
 Cincinnati Bell Long Distance, Inc.  
 Cinemark USA, Inc.  
 Citizens Communications Company  
 Clarity Telecom LD Network Services, Inc.  
 Coast International, Inc.  
 Colorado River Communications Corp.  
 Columbia Telecommunications, Inc.  
     d/b/a Axessa

Com-Tech Resources  
     d/b/a Com-Tech Systems  
 Combined Billing Corporation  
 Comcast Telecommunications, Inc.  
     d/b/a Comcast Long Distance  
 Comdata Telecommunications Services  
 Common Concerns, Inc.  
 Communicate Technological Systems, L.L.C.  
 Communication Network Services, LLC  
 Communication Telesystems International  
 Communications Central of Georgia, Inc.  
 Communications Billing, Inc.  
 Communigroup of Arkansas, Inc.  
 Communigroup of K.C., Inc. d/b/a CGI  
 Comtel Computer Corp.  
 Concert Communications Sales, LLC  
 Connect America Communications  
 ConnectAmericaa, Inc.  
 Consolidated Billing Provider, LLC  
 Convergent Communications Services, Inc.  
 Corporate Telemanagement Group  
     d/b/a CTG  
 CRG International  
     d/b/a Network One  
 CSI Corporation  
 CTC Communication Corp.  
 Cyberlight International, Inc.  
 D.D.D. Calling, Inc.  
 Davel Communications, Inc.  
 Daveltel, Inc.  
 Devore Communications  
 Dewey Pruitt  
 Digital Teleport, Inc.  
 Douglas K. Skokos  
 DPI-Teleconnect, Inc.  
 Eastern Telecommunications, Inc.  
 Easton Telecom Services, Inc.  
 Eclipse Telecommunications, Inc.  
 Econophone Services, Inc.  
 Efficacy Group, Inc.  
 Electric Lightwave, Inc.  
 Enhanced Communications Network, Inc.  
 Equal Net Communications

## Jurisdictional Utilities (Continued)

### Interexchange Carriers and Private Pay Telephone (Continued)

ERBIA Network, Inc.	International Charity Network, Inc.
ETS Payphones, Inc.	International Exchange Communications, Inc.
Excel Telecommunications, Inc.	d/b/a IE COM
Express Communications	Internet Telephone Company
Facicom International. L.L.C.	Isley, Phil
Federal Transtel, Inc.	IXC Long Distance, Inc.
Firstworld Communications	J.D. Services
FON Digital Network, Inc.	d/b/a American Freedom Network
Frank Crain d/b/a Crain Communications	Jack L. Hunter
Free Network, L.L.C., The	James Michael Church
Freedom Communications Corp.	Joan Beard
Frontier Telemanagement, Inc.	KCI Long Distance
Frontier Communications International	Larry Baldwin d/b/a NEA Telecom
Gateway Technologies, Inc.	LCI International Telecom Corp.
GE Capital Communication Services	LDD, Inc
d/b/a GE Exchange & GE Capital Exchange	Least Cost Routing, Inc.
Gerlach Enterprises, Inc.	d/b/a Long Distance Charges
Global Tel*Link Corporation	Least Cost Routing
d/b/a Global TelCoin	LECNET, Inc.
Global Time, Inc.	Legacy Long Distance International
Glyphics Communications, Inc.	Legends Communications, Inc.
Group Long Distance, Inc.	Level 3 Communications, LLC
GST Net, Inc.	Lignitz, Johnny Lee
GTC Telecom	Logix Communications Corp.
GTE Telecommunications Services	Long Distance America, Inc.
Gulf Communications, L.L.C.	Long Distance Wholesale Club
GVC Telecommunications Consulting	Long Distance International, Inc.
Harvest Enterprises Payphone	Long Distance of Michigan, Inc.
Hertz Technologies	d/b/a LDMI Long Distance
Home Owners Long Distance	Main Street Telephone Company
ICG Telecom Group, Inc.	Matrix Telecom
IDT America, Corp.	McConnell. Ronald R. d/b/a AR-KAN
Inacom Communications, Inc.	MCI Telecommunications Corp.
Innovative Telecom Corporation	McLaughin Vending
Intelcom, Inc.	McLeon Telemanagement, Inc.
Intelicom International Corp.	Megsinet-CLEC, Inc.
Intellicall Operator Services, Inc.	Meridian Telecom Corp.
Intelnet Services of North America	Metrophone Telecommunications, Inc.
Intercontinental Communications Group, Inc.	Miracle Communications, Inc.
d/b/a Fusion Telecom;	Morey, Kevin Udell
d/b/a Fusion-Trucker Phone	Myles Stanley Jones
	National Telephone Communications, Inc.
	National Accounts, Inc.
	Network Billing Systems, L.L.C.

## Jurisdictional Utilities (Continued)

### Interexchange Carriers and Private Pay Telephone (Continued)

Network Communications International Corp.	PNG Telecommunications, Inc.
Network Operator Services, Inc.	Premiercom, Inc.
Network Services Group, Inc.	d/b/a Premiercom Management, Inc.
Network One, Inc.	Primus Telecommunications, Inc.
d/b/a Unity Communications	Promise-Net International, Ltd.
Network Plus, Inc.	Promisevision Technology, Inc.
NET2000 Communications Services, Inc.	Protel Advantage, Inc.
New Century Telecom, Inc.	d/b/a Long Distance Savings
New Media Telecommunications, Inc.	QAI, Inc. d/b/a Long Distance Billing
New Millennium Conquest Service Corp.	QWEST Communications Corp.
Newsouth Communications Corp.	RCN Long Distance Company
Nextel Communications, Inc.	RDST, Inc.
Nextlink Long Distance Services, Inc.	Reliable Communications
NOR Communications, Inc.	River City Payphones, Inc.
Norstan Network Services, Inc.	Robert L. Bates
NOS Communications, Inc.	Ronnie L. and Piper P. Erwin
NOSVA Limited Partnership	Roy L. Helton d/b/a Delta Pay Phones
NTI Telecom, Inc.	RSL COM Primecall, Inc.
NXLD Company	RSL Com U.S.A., Inc.
NYNEX Long Distance Company	Saint Andrews Telecommunications
d/b/a Bell Atlantic Long Distance	Satlink 3000, Inc.
Omnicall	d/b/a Independent Network Services
One Call Communications d/b/a Opticom	Shared Communications Services
Onestar Long Distance	Simmons, Tracy
Operator Communications, Inc.	Single Billing Services, Inc.
d/b/a Oncor Operator Service Company	d/b/a Asian American Assoc.
Opus Correctional Inc. d/b/a LOCTEL	Small Business Billing, Inc.
Paetec Communications, Inc.	Smartstop, Inc.
Pantel Communications, Inc.	Smith Telecom
Paradigm Communications Corp.	Southnet Telecomm Services, Inc.
d/b/a Global Comm. Network	Special Accounts Billing Group, Inc.
Parcel Consultants, Inc.	Speer Communications Virtual Media, Inc.
d/b/a Minimum Rate Pricing	Speer Virtual Media, Inc.
Park 'N View, Inc.	Sprint Payphone Services, Inc.
Payroll Advance, Inc.	Talk.com Holding Corp.
Paytel, Inc.	d/b/a The Phone Co. and
PDS, Inc. d/b/a Phone Debit Systems, Inc.	d/b/a Network Services of New Hope
Peoples Telephone Company, Inc. d/b/a PTC	T-Netix, Inc.
Phoenix Network, Inc.	Tecam Telecommunications Co. of
Phonetel Technologies, Inc.	the Americas, Inc.
Phonetime, Inc. d/b/a PT-1	Telco Communications Group, Inc.
	d/b/a Dial & Save
	Telcorp, Ltd.
	Tele-Connect, Inc.

## Jurisdictional Utilities (Continued)

### Interexchange Carriers and Private Pay Telephone (Continued)

Telecare, Inc.	USBG, Inc.
Telecommunications Cooperative Network	USC Telecom, Inc.
Telecommunications Resources, Inc.	USN Communications Long Distance, Inc.
d/b/a Telecommunications Resources of Missouri	Valu-Line of Longview, Inc.
Teleconnect Long Distance Services and System Company d/b/a Telecom*USA	Vartec Telecom, Inc.
Teleglobe USA, Inc.	Vista Group International, Inc.
Telegroup, Inc.	Vocall Communications Corp.
Telehub Network Services Corp.	Wallace Worsham
Telephone Company of Central FL	d/b/a Seven Pines Communications
Teletrust, Inc.	Webnet Communications
Telscape USA, Inc.	West, Connie
Teltrust Communications Services	Westel, Inc.
Texas Inmate Phones Communications	Westinghouse Electric Corporation
The Furst Group, Inc.	d/b/a Westinghouse Communications
TLX Communications, Inc.,	Williams Communications, Inc.
d/b/a Tel America Long Distance Service and United Telephone Co.	Wiltel Network Services, Inc.
Ton Services, Inc.	Working Assets Long Distance
Totaltel USA Communications, Inc.	World Wide Communications
Touch 1 Long Distance, Inc.	Worldcom, Inc.
Touch 1 Communications, Inc.	Worldcom Technologies, Inc.
Transcommunications Incorporated	W2COM International, LLC
Transnet Connect, Inc.	Z-Tel, Inc.
Trescom U.S.A., Inc.	Zenex Long Distance
Tri-County Long Distance, Inc.	
Tri-M Communications	
d/b/a TMC Communications	
TSC Payphone Corp.	
TTI National, Inc.	
Twister Communications Network, Inc.	
UKI Communications, Inc.	
UniDial Telecommunications, LLC	
U.S. Republic Communication, Inc.	
United Services Telephone, LLC	
United States Advanced Network, Inc.	
US West Long Distance, Inc.	
US South Communications, Inc.	
d/b/a US South; d/b/a Incomm	
USA Global Link, Inc.	

# APPENDIX B

## STATISTICAL SUMMARIES

Gas Companies - Arkansas Only  
Plant Investment; Operating Revenues  
Year Ended December 31, 1998

COMPANY	PLANT INVESTMENT	OPERATING REVENUE	RATIO(%) OPERATING REVENUE/ INVESTMENT
Arkansas Oklahoma Gas Corporation	\$64,217,317	\$43,633,726	67.95%
Arkansas Western Gas Company	\$201,359,914	\$100,991,487	50.15%
NOARK Pipeline System, Ltd. Partnership	\$103,617,177	\$3,877,616	3.74%
Reliant Energy Arkla, a division of Reliant Energy Resources, Corporation	\$388,797,314	\$301,724,135	77.60%
Union Gas Company of Arkansas, Inc. (The)	\$47,700	\$1,254,157	2629.26%
TOTALS	\$758,039,422	\$451,481,121	59.56%



## STATISTICAL SUMMARIES (Continued)

### Gas Companies - Arkansas Only Customers; Mcf Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	MCF SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE MCF PER CUSTOMER
<b>RELIANT ENERGY ARKLA, a division OF RELIANT ENERGY RESOURCES CORPORATION</b>					
Residential	390,295	26,035,134	\$180,575,974	\$463	67
Commercial	48,591	16,578,296	\$84,656,889	\$1,742	341
Industrial	710	8,247,836	\$27,750,157	\$39,085	11,617
Public Authority	0	0	\$0	\$0	0
<i>Totals Without</i>					
<i>Other Revenues</i>	439,596	50,861,266	\$292,983,020	\$666	116
Other Revenues	N/A	N/A	\$8,741,115	N/A	N/A
<b>TOTALS</b>	<b>439,596</b>	<b>50,861,266</b>	<b>\$301,724,135</b>	<b>N/A</b>	<b>N/A</b>
<b>ARKANSAS OKLAHOMA GAS CORPORATION</b>					
Residential	41,309	3,145,342	\$22,479,479	\$544	76
Commercial	5,393	2,295,246	\$11,864,730	\$2,200	426
Industrial	43	5,270,836	\$7,117,863	\$165,532	122,578
Public Authority	4	158,441	\$739,612	\$184,903	39,610
<i>Totals Without</i>					
<i>Other Revenues</i>	46,749	10,869,865	\$42,201,684	\$903	233
Other Revenues	N/A	N/A	\$1,432,042	N/A	N/A
<b>TOTALS</b>	<b>46,749</b>	<b>10,869,865</b>	<b>\$43,633,726</b>	<b>N/A</b>	<b>N/A</b>
<b>ARKANSAS WESTERN GAS COMPANY</b>					
Residential	112,222	8,121,275	\$52,489,730	\$468	72
Commercial	15,272	5,882,173	\$30,140,641	\$1,974	385
Industrial	245	3,188,012	\$12,252,401	\$50,010	13,012
Public Authority	0	0	\$0	\$0	0
<i>Totals Without</i>					
<i>Other Revenues</i>	127,739	17,191,460	\$94,882,772	\$743	135
Other Revenues	N/A	N/A	\$6,108,715	N/A	N/A
<b>TOTALS</b>	<b>127,739</b>	<b>17,191,460</b>	<b>\$100,991,487</b>	<b>N/A</b>	<b>N/A</b>

# STATISTICAL SUMMARIES (Continued)

## Gas Companies - Arkansas Only Customers; Mcf Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	MCF SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE MCF PER CUSTOMER
<b>NOARK PIPELINE SYSTEM, LIMITED PARTNERSHIP</b>					
Residential	0	0	\$0	\$0	0
Commercial	0	0	\$0	\$0	0
Industrial	0	0	\$0	\$0	0
Public Authority	0	0	\$0	\$0	0
<i>Totals Without</i>					
<i>Other Revenues</i>	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$3,877,616	N/A	N/A
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>\$3,877,616</b>	<b>N/A</b>	<b>N/A</b>
<b>UNION GAS COMPANY OF ARKANSAS, (THE)</b>					
Residential	2,586	180,458	\$845,226	\$327	70
Commercial	306	92,949	\$389,657	\$1,273	304
Industrial	0	0	\$0	\$0	0
Public Authority	11	4,659	\$19,274	\$1,752	424
<i>Totals Without</i>					
<i>Other Revenues</i>	2,903	278,066	\$1,254,157	\$432	96
Other Revenues	N/A	N/A	\$0	N/A	N/A
<b>TOTALS</b>	<b>2,903</b>	<b>278,066</b>	<b>\$1,254,157</b>	<b>N/A</b>	<b>N/A</b>
<i>Industry Totals</i>					
<i>Without Other</i>					
<i>Revenues</i>	616,987	79,200,657	\$431,321,633	N/A	N/A
<b>INDUSTRY</b>					
<b>TOTALS</b>	<b>616,987</b>	<b>79,200,657</b>	<b>\$451,481,121</b>	<b>N/A</b>	<b>N/A</b>

# STATISTICAL SUMMARIES (Continued)

## Electric Companies - Arkansas Only Plant Investment; Operating Revenues Year Ended December 31, 1998

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO(%) OPERATING REVENUE/ INVESTMENT
Arkansas Electric Cooperative Corp.	\$825,100,213	\$370,473,317	44.90%
Arkansas Valley Electric Cooperative Corp.	\$119,213,968	\$45,934,768	38.53%
Ashley-Chicot Electric Cooperative, Inc.	\$15,704,547	\$6,218,525	39.60%
C & L Electric Cooperative Corp.	\$55,519,287	\$21,954,867	39.54%
Carroll Electric Cooperative Corp.	\$164,027,975	\$59,990,484	36.57%
Clay County Electric Cooperative Corp.	\$34,504,768	\$13,389,883	38.81%
Craighead Electric Cooperative Corp.	\$73,718,754	\$26,843,916	36.41%
Empire District Electric Company	\$12,829,422	\$6,490,210	50.59%
Entergy Arkansas, Inc.	\$5,052,658,892	\$1,570,528,959	31.08%
Farmers Electric Cooperative Corp.	\$12,335,821	\$5,685,965	46.09%
First Electric Cooperative Corp.	\$188,456,526	\$82,254,223	43.65%
Mississippi County Electric Cooperative, Inc.	\$16,260,456	\$81,609,752	501.89%
North Arkansas Electric Cooperative, Inc.	\$95,695,259	\$34,613,338	36.17%
Oklahoma Gas and Electric Company	\$166,656,940	\$118,074,087	70.85%
Ouachita Electric Cooperative Corp.	\$33,416,523	\$14,155,984	42.36%
Ozarks Electric Cooperative Corp.	\$108,908,395	\$42,338,790	38.88%
Petit Jean Electric Cooperative Corp.	\$46,583,429	\$16,371,830	35.15%
Rich Mountain Electric Cooperative, Inc.	\$22,286,074	\$7,336,570	32.92%
South Central Arkansas Electric Coop., Inc.	\$29,179,165	\$12,408,187	42.52%

# STATISTICAL SUMMARIES (Continued)

## Electric Companies - Arkansas Only Plant Investment; Operating Revenues Year Ended December 31, 1998

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO(%) OPERATING REVENUE/ INVESTMENT
Southwest Arkansas Electric Cooperative Corp.	\$92,395,147	\$32,908,062	35.62%
Southwestern Electric Power Company	\$434,368,787	\$221,723,162	51.04%
Woodruff Electric Cooperative Corp.	\$72,021,282	\$25,900,454	35.96%
TOTALS	<u>\$7,671,841,630</u>	<u>\$2,817,205,333</u>	<u>36.72%</u>

# STATISTICAL SUMMARIES (Continued)

Electric Companies - Arkansas Only  
Customers; kWh Sold; Revenues; Other Statistics  
Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>ARKANSAS ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	0	0	\$0	\$0	0
Irrigation	0	0	\$0	\$0	0
Commercial	0	0	\$0	\$0	0
Industrial	0	0	\$0	\$0	0
Public Authority	0	0	\$0	\$0	0
<i>Total Retail</i>	0	0	\$0	\$0	0
Wholesale	18	11,060,849,000	\$370,415,782	\$20,578,655	614,491,611
Other Revenues	N/A	N/A	\$57,535	N/A	N/A
<b>TOTALS</b>	<b>18</b>	<b>11,060,849,000</b>	<b>\$370,473,317</b>	<b>N/A</b>	<b>N/A</b>

## ARKANSAS VALLEY ELECTRIC COOPERATIVE CORPORATION

Residential	39,970	568,200,694	\$34,597,675	\$866	14,216
Irrigation	0	0	\$0	\$0	0
Commercial	1,898	79,146,212	\$4,753,371	\$2,504	41,700
Industrial	10	182,691,700	\$5,702,695	\$570,270	18,269,170
Public Authority	495	8,066,470	\$514,672	\$1,040	16,296
<i>Total Retail</i>	42,373	838,105,076	\$45,568,413	\$1,075	19,779
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$366,355	N/A	N/A
<b>TOTALS</b>	<b>42,373</b>	<b>838,105,076</b>	<b>\$45,934,768</b>	<b>N/A</b>	<b>N/A</b>

## ASHLEY-CHICOT ELECTRIC COOPERATIVE, INC.

Residential	3,646	49,150,613	\$3,788,355	\$1,039	13,481
Irrigation	216	10,064,633	\$910,169	\$4,214	46,596
Commercial	927	18,391,296	\$1,450,713	\$1,565	19,840
Industrial	18	654,523	\$46,294	\$2,572	36,362
Public Authority	0	0	\$0	\$0	0
<i>Total Retail</i>	4,807	78,261,065	\$6,195,531	\$1,289	16,281
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$22,994	N/A	N/A
<b>TOTALS</b>	<b>4,807</b>	<b>78,261,065</b>	<b>\$6,218,525</b>	<b>N/A</b>	<b>N/A</b>

## STATISTICAL SUMMARIES (Continued)

### Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>C &amp; L ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	17,090	213,158,879	\$16,297,012	\$954	12,473
Irrigation	589	5,052,038	\$589,430	\$1,001	8,577
Commercial	1,451	48,975,932	\$3,418,318	\$2,356	33,753
Industrial	8	12,994,400	\$813,346	\$101,668	1,624,300
Public Authority	356	5,383,049	\$401,681	\$1,128	15,121
<b>Total Retail</b>	<b>19,494</b>	<b>285,564,298</b>	<b>\$21,519,787</b>	<b>\$1,104</b>	<b>14,649</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$435,080	N/A	N/A
<b>TOTALS</b>	<b>19,494</b>	<b>285,564,298</b>	<b>\$21,954,867</b>	<b>N/A</b>	<b>N/A</b>

#### CARROLL ELECTRIC COOPERATIVE CORPORATION

Residential	48,492	660,799,382	\$43,597,451	\$899	13,627
Irrigation	0	0	\$0	\$0	0
Commercial	3,064	146,251,199	\$8,135,665	\$2,655	47,732
Industrial	8	199,681,720	\$6,750,263	\$843,783	24,960,215
Public Authority	49	3,057,537	\$223,983	\$4,571	62,399
<b>Total Retail</b>	<b>51,613</b>	<b>1,009,789,838</b>	<b>\$58,707,362</b>	<b>\$1,137</b>	<b>19,565</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$1,283,122	N/A	N/A
<b>TOTALS</b>	<b>51,613</b>	<b>1,009,789,838</b>	<b>\$59,990,484</b>	<b>N/A</b>	<b>N/A</b>

#### CLAY COUNTY ELECTRIC COOPERATIVE CORPORATION

Residential	9,872	96,238,786	\$7,772,861	\$787	9,749
Irrigation	572	2,425,456	\$299,597	\$524	4,240
Commercial	1,034	42,288,701	\$3,132,117	\$3,029	40,898
Industrial	10	31,131,080	\$1,904,615	\$190,462	3,113,108
Public Authority	86	1,739,187	\$134,549	\$1,565	20,223
<b>Total Retail</b>	<b>11,574</b>	<b>173,823,210</b>	<b>\$13,243,739</b>	<b>\$1,144</b>	<b>15,018</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$146,144	N/A	N/A
<b>TOTALS</b>	<b>11,574</b>	<b>173,823,210</b>	<b>\$13,389,883</b>	<b>N/A</b>	<b>N/A</b>

# STATISTICAL SUMMARIES (Continued)

## Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>CRAIGHEAD ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	20,113	268,802,729	\$19,010,727	\$945	13,365
Irrigation	1,035	9,296,288	\$859,802	\$831	8,982
Commercial	3,807	73,877,029	\$5,438,118	\$1,428	19,406
Industrial	7	23,760,905	\$1,295,872	\$185,125	3,394,415
Public Authority	24	552,082	\$44,850	\$1,869	23,003
<b>Total Retail</b>	<b>24,986</b>	<b>376,289,033</b>	<b>\$26,649,369</b>	<b>\$1,067</b>	<b>15,060</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$194,547	N/A	N/A
<b>TOTALS</b>	<b>24,986</b>	<b>376,289,033</b>	<b>\$26,843,916</b>	<b>N/A</b>	<b>N/A</b>
<b>EMPIRE DISTRICT ELECTRIC COMPANY, (THE)</b>					
Residential	2,921	33,151,995	\$1,956,078	\$670	11,350
Irrigation	0	0	\$0	\$0	0
Commercial	629	29,552,337	\$1,692,786	\$2,691	46,983
Industrial	10	64,019,537	\$2,300,473	\$230,047	6,401,954
Public Authority	84	5,226,935	\$246,681	\$2,937	62,225
<b>Total Retail</b>	<b>3,644</b>	<b>131,950,804</b>	<b>\$6,196,018</b>	<b>\$1,700</b>	<b>36,210</b>
Wholesale	1	7,247,216	\$191,847	\$191,847	7,247,216
Other Revenues	N/A	N/A	\$102,345	N/A	N/A
<b>TOTALS</b>	<b>3,645</b>	<b>139,198,020</b>	<b>\$6,490,210</b>	<b>N/A</b>	<b>N/A</b>
<b>ENTERGY</b>					
Residential	533,822	6,613,264,408	\$562,298,512	\$1,053	12,389
Irrigation	0	0	\$0	\$0	0
Commercial	70,968	4,773,222,156	\$288,809,262	\$4,070	67,259
Industrial	22,520	6,836,746,333	\$330,016,083	\$14,654	303,586
Public Authority	466	232,790,864	\$14,638,612	\$31,413	499,551
<b>Total Retail</b>	<b>627,776</b>	<b>18,456,023,761</b>	<b>\$1,195,762,469</b>	<b>\$1,905</b>	<b>29,399</b>
Wholesale	10	14,918,267,360	\$348,365,327	\$34,836,533	1,491,826,736
Other Revenues	N/A	N/A	\$26,401,163	N/A	N/A
<b>TOTALS</b>	<b>627,786</b>	<b>33,374,291,121</b>	<b>\$1,570,528,959</b>	<b>N/A</b>	<b>N/A</b>

# STATISTICAL SUMMARIES (Continued)

## Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>FARMERS ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	4,182	49,084,068	\$3,703,381	\$886	11,737
Irrigation	465	8,374,303	\$843,719	\$1,814	18,009
Commercial	460	15,491,818	\$1,027,410	\$2,234	33,678
Industrial	0	0	\$0	\$0	0
Public Authority	9	396,217	\$30,338	\$3,371	44,024
<b>Total Retail</b>	<b>5,116</b>	<b>73,346,406</b>	<b>\$5,604,848</b>	<b>\$1,096</b>	<b>14,337</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$81,117	N/A	N/A
<b>TOTALS</b>	<b>5,116</b>	<b>73,346,406</b>	<b>\$5,685,965</b>	<b>N/A</b>	<b>N/A</b>

### FIRST ELECTRIC COOPERATIVE CORPORATION

Residential	60,529	836,475,603	\$60,896,558	\$1,006	13,819
Irrigation	330	40,560,428	\$2,890,056	\$8,758	122,910
Commercial	2,005	136,064,678	\$8,315,409	\$4,147	67,863
Industrial	2	257,953,746	\$7,520,901	\$3,760,451	128,976,873
Public Authority	367	20,433,254	\$1,217,666	\$3,318	55,676
<b>Total Retail</b>	<b>63,233</b>	<b>1,291,487,709</b>	<b>\$80,840,590</b>	<b>\$1,278</b>	<b>20,424</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$1,413,633	N/A	N/A
<b>TOTALS</b>	<b>63,233</b>	<b>1,291,487,709</b>	<b>\$82,254,223</b>	<b>N/A</b>	<b>N/A</b>

### MISSISSIPPI COUNTY ELECTRIC COOPERATIVE, INC.

Residential	3,409	49,429,144	\$2,925,206	\$858	14,500
Irrigation	95	1,332,716	\$97,154	\$1,023	14,029
Commercial	453	13,102,664	\$702,176	\$1,550	28,924
Industrial	16	2,656,249,082	\$77,752,643	\$4,859,540	166,015,568
Public Authority	41	1,520,211	\$96,515	\$2,354	37,078
<b>Total Retail</b>	<b>4,014</b>	<b>2,721,633,817</b>	<b>\$81,573,694</b>	<b>\$20,322</b>	<b>678,035</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$36,058	N/A	N/A
<b>TOTALS</b>	<b>4,014</b>	<b>2,721,633,817</b>	<b>\$81,609,752</b>	<b>N/A</b>	<b>N/A</b>



# STATISTICAL SUMMARIES (Continued)

## Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>NORTH ARKANSAS ELECTRIC COOPERATIVE, INC.</b>					
Residential	26,892	317,977,558	\$24,270,110	\$903	11,824
Irrigation	0	0	\$0	\$0	0
Commercial	2,339	86,340,412	\$5,653,138	\$2,417	36,913
Industrial	5	80,639,558	\$3,888,345	\$777,669	16,127,912
Public Authority	330	5,524,276	\$419,289	\$1,271	16,740
<b>Total Retail</b>	<b>29,566</b>	<b>490,481,804</b>	<b>\$34,230,882</b>	<b>\$1,158</b>	<b>16,589</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$382,456	N/A	N/A
<b>TOTALS</b>	<b>29,566</b>	<b>490,481,804</b>	<b>\$34,613,338</b>	<b>N/A</b>	<b>N/A</b>
<b>OKLAHOMA GAS and ELECTRIC COMPANY</b>					
Residential	50,484	663,020,896	\$36,002,454	\$713	13,133
Irrigation	0	0	\$	\$0	0
Commercial	7,553	601,036,961	\$26,024,743	\$3,446	79,576
Industrial	449	999,772,264	\$29,246,569	\$65,137	2,226,664
Public Authority	971	105,449,849	\$5,112,771	\$5,265	108,599
<b>Total Retail</b>	<b>59,457</b>	<b>2,369,279,970</b>	<b>\$96,386,537</b>	<b>\$1,621</b>	<b>39,849</b>
Wholesale	19	717,544,584	\$21,410,917	\$1,126,890	37,765,504
Other Revenues	N/A	N/A	\$276,633	N/A	N/A
<b>TOTALS</b>	<b>59,476</b>	<b>3,086,824,554</b>	<b>\$118,074,087</b>	<b>N/A</b>	<b>N/A</b>
<b>OUACHITA ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	8,051	93,684,464	\$7,279,401	\$904	11,636
Irrigation	0	0	\$0	\$0	0
Commercial	909	62,518,749	\$4,153,956	\$4,570	68,778
Industrial	13	48,208,842	\$2,734,685	\$210,360	3,708,372
Public Authority	214	2,329,020	\$177,651	\$830	10,883
<b>Total Retail</b>	<b>9,187</b>	<b>206,741,075</b>	<b>\$14,345,693</b>	<b>\$1,562</b>	<b>22,504</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$189,709	N/A	N/A
<b>TOTALS</b>	<b>9,187</b>	<b>206,741,075</b>	<b>\$14,155,984</b>	<b>N/A</b>	<b>N/A</b>

## STATISTICAL SUMMARIES (Continued)

### Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>OZARKS ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	35,571	473,607,958	\$31,024,735	\$872	13,314
Irrigation	0	0	\$0	\$0	0
Commercial	573	23,688,441	\$1,497,077	\$2,613	41,341
Industrial	232	159,287,525	\$8,424,353	\$36,312	686,584
Public Authority	183	11,599,343	\$779,157	\$4,258	63,384
<i>Total Retail</i>	<u>36,559</u>	<u>668,183,267</u>	<u>\$41,725,322</u>	<u>\$1,141</u>	<u>18,277</u>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$613,468	N/A	N/A
<b>TOTALS</b>	<u>36,559</u>	<u>668,183,267</u>	<u>\$42,338,790</u>	<u>N/A</u>	<u>N/A</u>
<b>PETIT JEAN ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	15,199	161,247,593	\$11,811,041	\$777	10,609
Irrigation	0	0	\$0	\$0	0
Commercial	1,250	45,082,380	\$2,976,152	\$2,381	36,066
Industrial	7	17,265,920	\$1,084,866	\$154,981	2,466,560
Public Authority	269	4,678,577	\$353,799	\$1,315	17,392
<i>Total Retail</i>	<u>16,725</u>	<u>228,274,470</u>	<u>\$16,225,858</u>	<u>\$970</u>	<u>13,649</u>
Wholesale	0	0	\$0	\$0	0
Other Revenues	0	N/A	\$145,972	N/A	N/A
<b>TOTALS</b>	<u>16,725</u>	<u>228,274,470</u>	<u>\$16,371,830</u>	<u>N/A</u>	<u>N/A</u>
<b>RICH MOUNTAIN ELECTRIC COOPERATIVE, INC.</b>					
Residential	6,560	87,491,039	\$6,502,986	\$991	13,337
Irrigation	0	0	\$0	\$0	0
Commercial	311	11,245,956	\$750,845	\$2,414	36,161
Industrial	0	0	\$0	\$0	0
Public Authority	0	0	\$0	\$0	0
<i>Total Retail</i>	<u>6,871</u>	<u>98,736,995</u>	<u>\$7,253,831</u>	<u>\$1,056</u>	<u>14,370</u>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$82,739	N/A	N/A
<b>TOTALS</b>	<u>6,871</u>	<u>98,736,995</u>	<u>\$7,336,570</u>	<u>N/A</u>	<u>N/A</u>

# STATISTICAL SUMMARIES (Continued)

## Electric Companies - Arkansas Only Customers; kWh Sold; Revenues; Other Statistics Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>SOUTH CENTRAL ARKANSAS ELECTRIC COOPERATIVE, INC.</b>					
Residential	8,703	102,933,677	\$7,191,237	\$826	11,827
Irrigation	1	132,900	\$12,446	\$12,446	132,900
Commercial	434	13,970,616	\$865,640	\$1,995	32,190
Industrial	5	108,048,095	\$4,244,456	\$848,891	21,609,619
Public Authority	8	182,280	\$15,718	\$1,965	22,785
<b>Total Retail</b>	<b>9,151</b>	<b>225,267,568</b>	<b>\$12,329,497</b>	<b>\$1,347</b>	<b>24,617</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$78,690	N/A	N/A
<b>TOTALS</b>	<b>9,151</b>	<b>225,267,568</b>	<b>\$12,408,187</b>	<b>N/A</b>	<b>N/A</b>

## SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION

Residential	21,265	294,755,988	\$20,869,038	\$981	13,861
Irrigation	0	0	\$0	\$0	0
Commercial	1,657	68,414,507	\$4,783,670	\$2,887	41,288
Industrial	6	156,342,546	\$6,766,156	\$1,127,693	26,057,091
Public Authority	12	426,084	\$31,313	\$2,609	35,507
<b>Total Retail</b>	<b>22,940</b>	<b>519,939,125</b>	<b>\$32,450,177</b>	<b>\$1,415</b>	<b>22,665</b>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$457,885	N/A	N/A
<b>TOTALS</b>	<b>22,940</b>	<b>519,939,125</b>	<b>\$32,908,062</b>	<b>N/A</b>	<b>N/A</b>

## SOUTHWESTERN ELECTRIC POWER COMPANY

Residential	82,401	952,214,158	\$57,038,011	\$692	11,556
Irrigation	0	0	\$0	\$0	0
Commercial	13,375	839,358,966	\$41,883,020	\$3,131	62,756
Industrial	562	1,706,180,660	\$65,887,789	\$117,238	3,035,909
Public Authority	835	96,723,131	\$5,522,763	\$6,614	115,836
<b>Total Retail</b>	<b>97,173</b>	<b>3,594,476,915</b>	<b>\$170,331,583</b>	<b>\$1,753</b>	<b>36,990</b>
Wholesale	2	1,459,846,315	\$35,943,565	\$17,971,783	729,923,158
Other Revenues	N/A	N/A	\$15,448,014	N/A	N/A
<b>TOTALS</b>	<b>97,175</b>	<b>5,054,323,230</b>	<b>\$221,723,162</b>	<b>N/A</b>	<b>N/A</b>

# STATISTICAL SUMMARIES (Continued)

Electric Companies - Arkansas Only  
Customers; kWh Sold; Revenues; Other Statistics  
Year Ended December 31, 1998

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
<b>WOODRUFF ELECTRIC COOPERATIVE CORPORATION</b>					
Residential	13,614	169,240,748	\$13,832,399	\$1,016	12,431
Irrigation	3,512	53,686,175	\$4,448,263	\$1,267	15,286
Commercial	680	52,558,254	\$3,690,586	\$5,427	77,292
Industrial	10	73,898,000	\$3,559,039	\$355,904	7,389,800
Public Authority	10	306,058	\$31,176	\$3,118	30,606
<i>Total Retail</i>	<u>17,826</u>	<u>349,689,235</u>	<u>\$25,561,463</u>	<u>\$1,434</u>	<u>19,617</u>
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$338,991	N/A	N/A
<b>TOTALS</b>	<u>17,826</u>	<u>349,689,235</u>	<u>\$25,900,454</u>	<u>N/A</u>	<u>N/A</u>
 <i>Industry Retail</i>	 1,164,085	 34,187,345,441	 \$1,992,702,663	 \$1,712	 29,368
<b>INDUSTRY</b>				N/A	N/A
<b>TOTALS</b>	<u>1,164,135</u>	<u>62,351,099,916</u>	<u>\$2,817,205,333</u>		

# STATISTICAL SUMMARIES (Continued)

## Incumbent Local Exchange Carriers (ILEC) Arkansas Operating Revenues Year Ended December 31, 1998

COMPANY	ARK GROSS REVENUES	LESS INTERSTATE REVENUES	ARKANSAS REVENUES
ALLTEL Arkansas, Inc.	\$82,066,943	\$18,911,869	\$63,155,074
Arkansas Telephone Company, Inc.	\$5,404,337	\$2,144,876	\$3,259,461
Central Arkansas Telephone Cooperative, Inc.	\$2,425,805	\$932,395	\$1,493,410
Century Telephone of Arkansas, Inc.	\$20,601,335	\$12,164,656	\$8,436,679
Century Telephone of Mountain Home, Inc.	\$16,216,229	\$7,879,302	\$8,336,927
Century Telephone of NW Louisiana, Inc.	\$223,099	\$119,826	\$103,273
Century Telephone of Redfield, Inc.	\$1,954,695	\$839,662	\$1,115,033
Century Telephone of South Arkansas, Inc.	\$1,143,573	\$705,447	\$438,126
Cleveland County Telephone Company	\$3,278,700	\$1,133,509	\$2,145,191
Decatur Telephone Company	\$1,143,587	\$350,659	\$792,928
E. Ritter Telephone Company	\$3,938,657	\$2,026,333	\$1,912,324
GTE Midwest, Inc.	\$1,008,611	\$529,223	\$479,388
GTE of Arkansas, Inc.	\$74,295,890	\$30,188,624	\$44,107,266
GTE of the Southwest	\$78,539,812	\$30,192,989	\$48,346,823
Madison County Telephone Co., Inc.	\$2,934,604	\$994,652	\$1,939,952
Magazine Telephone Company	\$854,132	\$600,558	\$253,574
Mountain View Telephone Company	\$4,524,617	\$2,309,009	\$2,215,608
Northern Arkansas Telephone Company	\$10,626,658	\$5,659,944	\$4,966,714
Ozark Telephone Company	\$94,921	\$46,820	\$48,101
Pinnacle Communications	\$1,227,223	\$578,538	\$648,685
Prairie Grove Telephone Company	\$6,803,878	\$2,492,657	\$4,311,221
Rice Belt Telephone Company, Inc.	\$952,998	\$419,081	\$533,917

# STATISTICAL SUMMARIES (Continued)

## Incumbent Local Exchange Carriers (ILEC) Arkansas Operating Revenues Year Ended December 31, 1998

COMPANY	ARK GROSS REVENUES	LESS INTERSTATE REVENUES	ARKANSAS REVENUES
Scott County Telephone Company	\$512,517	\$375,049	\$137,468
South Arkansas Telephone Company	\$3,279,350	\$1,095,888	\$2,183,462
Southwest Arkansas Telephone Coop., Inc.	\$6,306,860	\$3,738,489	\$2,568,371
Southwestern Bell Telephone Company	\$651,967,520	\$158,252,940	\$493,714,580
Tri-County Telephone Company	\$6,381,150	\$2,663,192	\$3,717,958
Walnut Hill Telephone Company	\$8,536,856	\$2,092,569	\$6,444,287
Yelcot Telephone Company	\$4,043,589	\$1,798,056	\$2,245,533
Yell County Telephone Company	<u>\$5,339,872</u>	<u>\$2,335,046</u>	<u>\$3,004,826</u>
TOTALS	<u>\$1,006,628,018</u>	<u>\$293,571,858</u>	<u>\$713,056,160</u>

# STATISTICAL SUMMARIES (Continued)

## Incumbent Local Exchange Carriers (ILEC) - Arkansas Only Access Lines Year Ended December 31, 1998

COMPANY	RESIDENTIAL & RURAL	BUSINESS	TOTAL
ALLTEL Arkansas, Inc.	79,298	22,555	101,853
Arkansas Telephone Company, Inc.	6,616	1,478	8,094
Century Telephone of Arkansas, Inc..	14,744	3,578	18,322
Central Arkansas Telephone Cooperative, Inc.	2,525	285	2,810
Century Telephone of Mountain Home, Inc.	16,774	4,907	21,681
Century Telephone of NW Louisiana, Inc.	305	37	342
Century Telephone of Redfield, Inc.	1,721	230	1,951
Century Telephone of South Arkansas, Inc.	637	114	751
Cleveland County Telephone Company	2,917	516	3,433
Decatur Telephone Company	768	536	1,304
E. Ritter Telephone Company	3,790	982	4,772
GTE Midwest, Inc.	929	218	1,147
GTE of Arkansas, Inc.	97,109	27,109	124,218
GTE of the Southwest	70,091	15,640	85,731
Madison County Telephone Co., Inc.	2,628	830	3,458
Magazine Telephone Company	832	123	955
Mountain View Telephone Company	5,057	1,695	6,752
Northern Arkansas Telephone Company	5,936	1,548	7,484
Ozark Telephone Company	93	13	106
Pinnacle Communications	1,475	170	1,645
Prairie Grove Telephone Company	7,811	1,237	9,048
Rice Belt Telephone Company	729	362	1,091

# STATISTICAL SUMMARIES (Continued)

## Incumbent Local Exchange Carriers (ILEC) - Arkansas Only Access Lines Year Ended December 31, 1998

<u>COMPANY</u>	<u>RESIDENTIAL &amp; RURAL</u>	<u>BUSINESS</u>	<u>TOTAL</u>
Scott County Telephone Company	115	11	126
South Arkansas Telephone Company	3,180	776	3,956
Southwest Arkansas Telephone Coop., Inc.	4,763	440	5,203
Southwestern Bell Telephone Company	669,562	309,038	978,600
Tri-County Telephone Company	5,489	906	6,395
Walnut Hill Telephone Company	4,223	750	4,973
Yelcot Telephone Company	2,887	870	3,757
Yell County Telephone Company	4,141	1,243	5,384
<b>TOTALS</b>	<b>1,017,145</b>	<b>398,197</b>	<b>1,415,342</b>



## STATISTICAL SUMMARIES (Continued)

### Competitive Local Exchange Carriers (CLEC) Arkansas Operating Revenues Year Ended December 31, 1998

COMPANY	ARK GROSS REVENUES	LESS INTERSTATE REVENUES	ARKANSAS REVENUES
1-800-Reconnect, Inc.	\$94,587	\$0	\$94,587
ACSI Local Switched Services, Inc.	\$1,588,756	\$0	\$1,588,756
ALLTEL Communications, Inc.	\$13,213,521	\$5,497,436	\$7,716,085
American Communications Services of LR, Inc.	\$1,562,247	\$1,562,247	\$0
Basicphone, Inc.	\$0	\$0	\$0
Brooks Fiber Communications of Arkansas	\$1,559,572	\$155,957	\$1,403,615
Business Telecom, dba BTI Communications	\$0	\$0	\$0
Buy-Tel Communications, Inc.	\$0	\$0	\$0
CapRock Communications Corp.	\$3,114	\$2,030	\$1,084
Choctaw Communications, LC	\$0	\$0	\$0
Comm. South Companies dba Ar. Comm. South, Inc.	\$7,108,870	\$0	\$7,108,870
Connect Communications Corp..	\$487,489	\$0	\$487,489
DMJ Communications, Inc..	\$0	\$0	\$0
Entergy Hyperion Telecommunications of Ar., Inc. LLC.	\$623,871	\$44,737	\$579,134
EZ Phone, Inc.	\$130	\$0	\$130
EZ Talk Communications, LLC.	\$29,076	\$0	\$29,076
Frontier Telemanagement, Inc.	\$0	\$0	\$0
Go-Tel, Inc.	\$121,949	\$0	\$121,949
Logix Communications Corporation	\$26,118	\$15,164	\$10,954
Max-Tel Communications, Inc.	\$980,375	\$0	\$980,375
Navigator Telecommunications, LLC	\$103,540	\$150	\$103,390
NEA Telecom	\$0	\$0	\$0
Net-Tel Corp.	\$6,931	\$5,326	\$1,605

# STATISTICAL SUMMARIES (Continued)

## Competitive Local Exchange Carriers (CLEC) Arkansas Operating Revenues Year Ended December 31, 1998

COMPANY	ARK GROSS REVENUES	LESS INTERSTATE REVENUES	ARKANSAS REVENUES
NOW Communications, Inc.	\$31,709	\$0	\$31,709
Omniplex Communications Group	\$0	\$0	\$0
Payroll Advance, Inc.	\$0	\$0	\$0
Preferred Carrier Services, Inc.	\$4,251	\$479	\$3,772
Quintelco, Inc.	\$0	\$0	\$0
State Discount Telephone	\$12,266	\$0	\$12,266
TCA Communications, Inc.	\$0	\$0	\$0
Tel-Link, LLC	\$0	\$0	\$0
Tel-Save	\$1,787,837	\$1,298,750	\$489,087
US West Interprise America, Inc.	\$4,173	\$4,173	\$0
USLD Communications	<u>\$2,036,149</u>	<u>\$1,350,959</u>	<u>\$685,190</u>
<b>TOTALS</b>	<u><u>\$31,386,531</u></u>	<u><u>\$9,937,408</u></u>	<u><u>\$21,449,123</u></u>

## STATISTICAL SUMMARIES (Continued)

### Competitive Local Exchange Carriers (CLEC) - Arkansas Only Access Lines Year Ended December 31, 1998

COMPANY	RESIDENTIAL & RURAL	BUSINESS	TOTAL
1-800-Reconnect, Inc.	0	0	0
ACSI Local Switched Services, Inc. dba e.spire	0	5,516	5,516
ALLTEL Communications, Inc.	708	10,051	10,759
American Communications Services of LR, Inc.	0	0	0
Basicphone, Inc.	0	0	0
Brooks Fiber Communications of Arkansas, Inc.	0	1,536	1,536
Business Telephone, Inc.	0	0	0
Buy-Tel Communications, Inc.	0	0	0
CapRock Telecommunications, Corp.	0	0	0
Choctaw Communications, LC	0	0	0
Comm. So. Companies, dba AR Comm. So., Inc.	24,422	0	24,422
Connect Communications Corp.	0	352	352
DMJ Communications, Inc.	0	0	0
Entergy Hyperion Telecom of AR., Inc. LLC	0	2,074	2,074
EZ Phone, Inc.	2	0	2
EZ Talk Communications, LLC	93	0	93
Frontier Telemanagement, Inc.	0	0	0
Go-Tel, Inc.	675	0	675
Logix Communications Corporation	0	0	0
Max-Tel Communications, Inc.	1,324	0	1,324
Navigator Telecommunications, LLC	73	441	514
NEA Telecom	0	0	0

## STATISTICAL SUMMARIES (Continued)

### Competitive Local Exchange Carriers (CLEC) - Arkansas Only Access Lines Year Ended December 31, 1998

COMPANY	RESIDENTIAL & RURAL	BUSINESS	TOTAL
Net-Tel Corp.	0	0	0
NOW Communications, Inc.	277	0	277
Omniplex Communications Group	0	0	0
Payroll Advance, Inc.	0	0	0
Preferred Carrier Services, Inc.	21	0	21
Quintelco, Inc.	0	0	0
State Discount Telephone	0	0	0
TCA Communications, Inc.	0	0	0
Tel-Link, LLC	0	0	0
Tel-Save	0	0	0
US West Interprise America, Inc.	0	0	0
USLD Communications	0	0	0
<b>TOTALS</b>	<u>27,595</u>	<u>19,970</u>	<u>47,565</u>

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
111 Center Street LTD Partnership	\$8,616	\$23,647	36.44%
360 Long Distance, Inc.	\$53	\$0	0.00%
A South Pay Phones.	\$6,180	\$6,180	100.00%
ACC National Long Distance Corp.	\$52	\$3,187,927	0.00%
Access Point, Inc.	\$67,379	\$4,814,514	1.40%
Accutel Communications, Inc.	\$0	\$0	0.00%
ACS Systems, Inc.	\$0	\$493,375	0.00%
Advanced Communications	\$8,376	\$258,435	3.24%
Advanced Management Services	\$0	\$0	0.00%
Advanced Tel., Inc. dba Eatel	\$0	\$18,136,150	0.00%
Advantage Telecommunications, Corp.	\$0	\$0	0.00%
Affinity Corporation	\$56,793	\$13,909,806	0.41%
Affinity Network, Inc.	\$899	\$5,767,129	0.02%
Alliance Group Services, Inc.	\$0	\$30,605	0.00%
Allnet Communications Services, Inc.	\$813,631	\$1,004,084,441	0.08%
Alternate Communications Technology, Inc.	\$483	\$580,014	0.08%
American International Telephone, Inc.	\$7,393	\$65,761,618	0.01%
American Long Lines, Inc.	\$441	\$21,903,780	0.00%
American Network Exchange, Inc.	\$11,033	\$41,289,752	0.03%
American Telecommunications Systems, Inc.	\$2,435	\$1,150,345	0.21%
America's Tel-Network Corporation	\$443,554	\$40,626,270	1.09%
Americatel Corporation	\$0	\$0	0.00%

# STATISTICAL SUMMARIES (Continued)

## Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Ameritech Communications International	\$27,206	\$165,456	16.44%
Ameritech Payphones	\$0	\$0	0.00%
Ameritel Pay Phones, Inc.	\$1,484,837	\$61,684,693	2.41%
Amerivision Communications, Inc. dba	\$444,476	\$110,625,975	0.40%
ASC Telecom, Inc.	\$0	\$72,207,849	0.00%
Association Administrators, Inc.	\$1,214	\$2,671,497	0.05%
AT&T Communications of the Southwest, Inc.	\$79,364,798	\$41,570,967,941	0.19%
Atcall, Inc.	\$11,167	\$15,680,952	0.07%
ATI, Inc.	\$3,028	\$790,811	0.38%
Atlantic & Gulf Communications	\$2	\$547	0.37%
Austin Payfones, LLP	\$2,937	\$2,034,466	0.14%
Axes, Inc.	\$9,156	\$29,520,838	0.03%
Bellsouth Long Distance, Inc.	\$0	\$1,216,002	0.00%
Big Planet, Inc.	\$0	\$0	0.00%
BLT Technologies, Inc.	\$77,375	\$336,911	22.97%
Budget Call Long Distance	\$0	\$18,135,350	0.00%
Business Calling Plan	\$0	\$0	0.00%
Business Discount Plan, Inc.	\$466,680	\$194,184,405	0.24%
Business Telcom, Inc.	\$79,838	\$212,554,408	0.04%
Cable & Wireless Global Card Services, Inc.	\$0	\$0	0.00%
Cable & Wireless, Inc.	\$425,575	\$820,184,744	0.05%
Call West Communications	\$153	\$35,958	0.43%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Caprock Telecommunications Corp.	\$1,084	\$75,767,885	0.00%
Casco Pay Phones	\$10,544	\$575,955	1.83%
Central Payphone Services, Inc.	\$0	\$0	0.00%
Century Tel Communications, Inc.	\$992,797	\$32,647,634	3.04%
Cherry Communications	\$0	\$0	0.00%
Cincinnati Bell Long distance, Inc.	\$1,370	\$78,782,981	0.00%
Cinemark USA, Inc.	\$4,989	\$0	0.00%
Citizens Telecommunications Company	\$2,028	\$11,863	17.10%
Claricom Networks, Inc. was Clarity Telcom	\$1,349	\$52,243,797	0.00%
Coast International, Inc.	\$10,868	\$13,709,292	0.08%
Coastal Telecom Limited Company.	\$863,164	\$14,013,217	6.16%
Coleman Enterprises, Inc.	\$67,508	\$5,243,724	1.29%
Colorado River Communications Corp.	\$54	\$19,720,096	0.00%
Com Tech Resources, Inc. dba Tech Systems	\$41,463	\$3,532,468	1.17%
Combined Billing Corporation	\$0	\$0	0.00%
Comcast Telecommunications, Inc.	\$4,911	\$14,819,231	0.03%
Comdata Telecommunications Services	\$23,844	\$477,726	4.99%
Common Concerns, Inc.	\$42	\$126,333	0.03%
Communications Billing, Inc.	\$0	\$0	0.00%
Communications Central of Georgia, Inc.	\$46,816	\$15,200,761	0.31%
Communications Network Services, LLC	\$191	\$2,480,488	0.01%
Communications Telesystems Int'l.	\$59,999	\$19,284,276	0.31%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Communigroup of K.C., Inc.	\$228,806	\$30,052,781	0.76%
Comtel Computer Corporation	\$1,313	\$5,171,507	0.03%
Communigroup of Arkansas, Inc.	\$1,400,569	\$2,610,353	53.65%
Connect America Communications	\$1,356	\$3,160,979	0.04%
ConnectAmerica, Inc.	\$8,972	\$39,849	22.52%
ConQuest Operator Services Corporation	\$46,498	\$59,000,246	0.08%
Consolidated Billing Provider, LLC	\$0	\$250,000	0.00%
Convergent Communications Services, Inc.	\$0	\$2,452,072	0.00%
Crain Communications	\$1,200	\$1,423	84.33%
CRG International, Inc.	\$9,736	\$52,596	18.51%
CSI Corporation	\$9,223	\$37,150,203	0.02%
CTC Communications	\$382	\$52,663,848	0.00%
Cypress Telecommunications Corp.	\$0	\$0	0.00%
D.D.D. Calling, Inc.	\$0	\$151,097	0.00%
Davel Communications, Inc.	\$178,206	\$73,062,750	0.24%
Davel Tel, Inc.	\$27,706	\$16,669,677	0.17%
Delta Pay Phones	\$17,717	\$17,717	100.00%
Deltatel, Inc.	\$0	\$0	0.00%
Devore Communications	\$39,272	\$53,323	73.65%
Dewey Pruitt Pay Phones	\$4,468	\$5,282	84.59%
Digital Teleport, Inc.	\$0	\$5,994,322	0.00%
Diller PayPhones dba Douglas Stokos	\$275	\$275	100.00%



# STATISTICAL SUMMARIES (Continued)

## Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Discount Network Services, Inc.	\$7,249	\$1,007,449	0.72%
Eastern Telecommunications, Inc.	\$0	\$962,931	0.00%
Easton Telecom Services, Inc.	\$2,941	\$2,390,518	0.12%
Econophone, Inc.	\$66,091	\$104,119,260	0.06%
Efficacy Group, Inc.	\$3,650	\$21,262,704	0.02%
Electric Lightwave, Inc.	\$0	\$101,424,423	0.00%
Enchanced Communications Network, Inc.	\$0	\$0	0.00%
Epoch Networks, Inc.	\$0	\$0	0.00%
EqualNet Corporation	\$66,159	\$18,784,201	0.35%
Excel Telecommunications, Inc.	\$5,304,794	\$1,218,718,561	0.44%
Facilicom International, L.L.C.	\$0	\$231,403	0.00%
Family Communications dba I-Link	\$21,505	\$15,694,129	0.14%
Federal Transtel, Inc.	\$0	\$3,861,962	0.00%
Freedom Communications Corp.	\$0	\$0	0.00%
Frontier Communications of the West, Inc.	\$1,473,354	\$538,215,637	0.27%
Gateway Technologies	\$666,351	\$15,971,417	4.17%
GE Capital Communication Services	\$109,021	\$52,039,327	
Gerlach Enterprises Inc.	\$966	\$1,794,978	0.05%
Global Telephone Corporation	\$1,137	\$5,126,181	0.02%
Global Tel-Link Corporation	\$578,637	\$28,800,000	2.01%
Group Long Distance, Inc.	\$32,071	\$0	0.00%
GST Net, Inc.	\$0	\$22,410,132	0.00%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
GTE Communications Systems	\$3,803,400	\$673,349,000	0.56%
GVC Telecommunications Consulting	\$0	\$0	0.00%
Hebron Communications Corp	\$0	\$0	0.00%
Hertz Technologies, Inc.	\$30,059	\$23,281,293	0.13%
HJL Telecom, Inc.	\$0	\$0	0.00%
Home Owners Long Distance Inc. dba Intelcom	\$2,019	\$2,801,361	0.07%
HP Telcom, Inc.	\$16,305	\$20,052	81.31%
ICG Telecom Group, Inc.	\$0	\$305,611,965	0.00%
Inacom Communications, Inc.	\$10,510	\$8,758,105	0.12%
Innovative Telecom Corporation	\$5,222	\$20,555	25.41%
Intelicom International Corporation	\$8,187	\$1,175,292	0.70%
Intellicall Operator Services, Inc.	\$141,896	\$123,352,021	0.12%
Intelnet International Corporation	\$470	\$13,034,544	0.00%
Intercontinental Communications Group	\$25,745	\$296,366	8.69%
Intermedia Communications, Inc.	\$280,055	\$313,733,527	0.09%
International Charity Network, Inc.	\$0	\$0	0.00%
International Gateway Communications	\$0	\$0	0.00%
International Telcom Ltd.	\$214	\$5,284,231	0.00%
Internet Telephone Company	\$0	\$0	0.00%
ITC Deltacom Communications, Inc.	\$120,704	\$132,488,931	0.09%
Itelsa (USA) Inc.	\$1,789	\$18,223,000	0.01%
IXC Communications Services	\$7,406	\$668,568,000	0.00%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
J.D. Services dba American Freedom Network	\$105,980	\$45,571,390	0.23%
Jack Hunter	\$17,398	\$0	0.00%
JMC Payphones (James Michael Church)	\$1,410	\$1,852	76.13%
KCI Long Distance, Inc.	\$0	\$167,177	0.00%
L.D. Services, Inc. now CEO Tele., Inc.	\$15,618	\$22,945,347	0.07%
Larry Baldwin dba NEA Telecom	\$7,200	\$7,200	100.00%
LCI International Telecom Corporation	\$1,544,310	\$5,106,728	30.24%
LDD, Inc.	\$0	\$0	0.00%
LDM Systems, Inc.	\$53,764	\$68,296,667	0.08%
Least Cost Routing, Inc.	\$148,024	\$41,556,582	0.36%
LECNET, Inc.	\$0	\$0	0.00%
Legacy Long Distance International	\$5,515	\$669,316	0.82%
Level 3 Communications	\$0	\$681,761	0.00%
Logic Communications	\$10,954	\$76,940,531	0.01%
Long Distance International, Inc.	\$18,670	\$34,042,699	0.05%
Long Distance of Michigan, Inc.	\$653	\$33,352,512	0.00%
Long Distance Wholesale Club	\$385,067	\$120,572,636	0.32%
Main Street Telephone Company	\$0	\$0	0.00%
Matrix Telecom	\$34,725	\$40,226,678	0.09%
MCI Telecommunications Corporation	\$36,811,219	\$127,252,395	28.93%
McLeod Telemanagement, Inc.	\$27,174	\$112,770,483	0.02%
Megsinet	\$0	\$0	0.00%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Memphis Cellular Telephone Company	\$1,859,758	\$56,527,591	3.29%
Meridian Telecom Corporation	\$0	\$0	0.00%
Metrophone Telecommunications, Inc.	\$309	\$584,708	0.05%
Myles Stanley Jones	\$1,288	\$17,558	7.34%
National Accounts, Inc.	\$13,113	\$14,078,640	0.09%
National Telephone & Communications, Inc.	\$14,111	\$53,596,580	0.03%
NET2000 Group, Inc.	\$0	\$0	0.00%
Net-Tel Corporation	\$1,605	\$11,949,915	0.01%
Network Billing Systems LLC	\$9	\$72,518	0.01%
Network Communications International Corp.	\$11	\$25,519,021	0.00%
Network Long Distance now Eclipse Tele., Inc.	\$63,296	\$111,452,980	0.06%
Network One, Inc. dba Unity Communications	\$1,664	\$944,000	0.18%
Network Operator Services, Inc.	\$66,369	\$12,645,994	
Network Services Group, Inc.	\$192,239	\$740,291	25.97%
New Century Telecom, Inc.	\$1,436	\$156,860	0.92%
New Media Telecommunications, Inc.	\$20,017	\$16,232,107	0.12%
Nextel Communications, Inc.	\$0	\$0	0.00%
Norstan Network Services, Inc.	\$8,036	\$21,366,488	0.04%
NOS Communications, Inc.	\$224,516	\$138,409,635	0.16%
NOSVA Limited Partnership	\$93,440	\$60,490,681	0.15%
NTI Telecom, Inc.	\$0	\$0	0.00%
NXLD Company	\$0	\$0	0.00%

# STATISTICAL SUMMARIES (Continued)

## Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
NYNEX Long Distance Co. dba Bell Atlantic LD	\$2,275	\$33,752,243	0.01%
On Call Communications, Corporation	\$3,528	\$3,528	100.00%
Oncor Communications	\$38,196	\$22,726,709	0.17%
One Call Communications dba Opticom	\$104,521	\$99,580,440	0.11%
One Step Billing, Inc.	\$35,910	\$8,615,078	0.42%
Operator Service Company	\$9,341	\$21,394,139	0.04%
Opus Correctional LLC	\$0	\$0	0.00%
Pantel Communications, Inc.	\$935	\$8,838,007	0.01%
Paradigm Communications Corporation	\$4,241	\$2,488,709	0.17%
Park'n View, Inc.	\$0	\$0	0.00%
Paytel dba Joan Beard	\$2,325	\$2,325	100.00%
Paytel, Inc.	\$375	\$2,478	15.13%
Peoples Telephone Company, Inc. dba PTC	\$0	\$0	0.00%
Phoenix Network, Inc.	\$10,194	\$43,790,854	0.02%
Phonetel Technologies, Inc.	\$24,589	\$91,385,548	0.03%
PNG Telecommunications, Inc.	\$5,157	\$10,222,542	0.05%
Premiercom, Inc. dba Premiercom Mgt., Inc.	\$11,025	\$2,119,456	0.52%
Premiere Communications, Inc.	\$44,059	\$90,551,329	0.05%
Primecall, Inc.	\$0	\$0	0.00%
Primus Telecommunications, Inc.	\$316	\$22,861,085	0.00%
Protel Advantage, Inc.	\$139,370	\$2,290,964	6.08%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
PS Enterprises	\$4,503	\$4,503	100.00%
PT-1 Communications	\$73	\$380,796,146	0.00%
QAI Inc., dba Long Distance Billing	\$19,978	\$0	0.00%
Quest Telecommunications, Inc.	\$37,862	\$19,577,003	0.19%
Qwest Communications Corporation	\$82,705	\$188,584,286	0.04%
RCN Long Distance Company	\$0	\$0	0.00%
Reliable Communications	\$54,443	\$123,038	44.25%
River City Payphones, Inc.	\$54	\$54	100.00%
Robert Bates	\$3,005	\$15,412	19.50%
Ronnie & Piper Erwin	\$6,127	\$6,127	100.00%
RRV Enterprises, Inc.	\$109,452	\$22,407,023	0.49%
RSL COM Primecall, Inc.	\$7,622	\$126,808,970	0.01%
RSL Com USA, Inc.	\$172	\$183,594,951	0.00%
Satellink Paging, LLC	\$0	\$0	0.00%
SBR, Inc.	\$0	\$30,115	0.00%
SC Telephone Communications Company	\$5,668	\$6,202	91.39%
Setel, LLC	\$1,058	\$3,251,995	0.03%
Seven Pines Communications	\$4,421	\$4,742	93.23%
Shared Communications Services	\$29	\$42,051	0.07%
Smartstop, Inc.	\$1,861	\$5,116,849	0.04%
Smith Telcom	\$0	\$0	0.00%
SNET America, Inc.	\$597	\$161,887,276	0.00%

# STATISTICAL SUMMARIES (Continued)

## Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Southern Pay Phone LLC	\$2,267	\$2,267	100.00%
Special Accounts Billing Group, Inc.	\$0	\$0	0.00%
Speer Virtual Media Ltd.	\$561	\$1,300,630	0.04%
Sprint Communications Co. LP	\$10,181,834	\$9,724,354,237	0.10%
Sprint Payphone Services, Inc.	\$2,821	\$4,337	65.05%
Talton Invision, Inc. Now Evercom	\$281,817	\$56,320,058	0.50%
TCA Communications	\$0	\$0	0.00%
Telcam Telecommunications Co. of the Americas	\$9,898	\$4,414,382	0.22%
Telco Communications Group, Inc.	\$1,096,430	\$263,629,590	0.42%
Telco Partners, Inc.	\$89	\$14,401,580	0.00%
Telcorp Ltd.	\$665	\$4,277,099	0.02%
Tele Vending	\$1,767	\$1,890	93.49%
Telec, Inc.	\$5,719	\$1,385,062	0.41%
Telecare, Inc.	\$12,219	\$4,668,030	0.26%
Telecom Resources, Inc.	\$0	\$3,000,000	0.00%
Telecommunications Service Center	\$5,023	\$22,804,240	0.02%
Teleconnect LD Services & Systems Co.	\$334,307	\$1,405,598	23.78%
Tele-Connect, Inc.	\$0	\$3,121,746	0.00%
Telegroup, Inc.	\$9,029	\$384,447,130	0.00%
Telehub Network Services Corporation	\$10,851	\$5,548,933	0.20%
Telephone Company of Central Florida	\$300	\$6,441,747	0.00%

## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Teligent, Inc.	\$0	\$0	0.00%
Telescape UDS, Inc.	\$0	\$26,801,831	0.00%
Teltrust Communications Services	\$9,917	\$104,453,290	0.01%
Tel-Trust, Inc.	\$0	\$319,598	0.00%
Texas Inmate Phones Communications	\$58,824	\$0	0.00%
The Furst Group, Inc.	\$70,040	\$45,058,570	0.16%
TLX Communications, Inc.	\$0	\$9,298,073	0.00%
T-Netix, Inc.	\$0	\$36,633,405	0.00%
Totaltel USA Communications, Inc.	\$785	\$65,449,235	0.00%
Touch 1 Communications, Inc.	\$3,822	\$60,454,864	0.01%
Touch 1 Long Distance, Inc.	\$241,298	\$731,207	33.00%
Transcommunications Incorporated	\$104,606	\$24,531,990	0.43%
Trescom US	\$149	\$6,659,651	0.00%
Tri-County Long Distance	\$39,933	\$173,699	22.99%
Tri-M Communications dba TMC Communications	\$7,381	\$4,369,564	0.17%
TSC Payphone Corporation	\$2,774	\$2,908	95.39%
TTI National, Inc.	\$97,914	\$442,166	22.14%
U.S. Osiris Corporation	\$0	\$24,037,688	0.00%
United Services Telephone, LLC	\$15,024	\$12,526,139	0.12%
US Network Services	\$0	\$0	0.00%
US Republic Communication, Inc.	\$170,702	\$28,821,777	0.59%



## STATISTICAL SUMMARIES (Continued)

### Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
US South Communications	\$1,794	\$0	0.00%
US West Long Distance, Inc.	\$12,666	\$59,766,839	0.02%
USA Global Link, Inc.	\$9	\$19,465,125	0.00%
USBG, Inc.	\$16	\$0	0.00%
USC Telecom, Inc.	\$52,658	\$7,125,996	0.74%
USN Communications Long Distance	\$0	\$48,535,436	0.00%
USX Consultants, Inc.	\$0	\$2,435,110	0.00%
Valu-Line of Longview, Inc.	\$104,200	\$14,228,200	0.73%
Vartec Telecom, Inc.	\$2,892,010	\$845,267,790	0.34%
Vista Group International, Inc.	\$60,870	\$42,797,956	0.14%
Vocall Communications Corporation	\$29,786	\$46,741,538	0.06%
Westel Inc.	\$18,153	\$25,936,455	0.07%
Westinghouse Electric Corporation	\$106,950	\$133,639,573	0.08%
Winstar Gateway Network, Inc.	\$119	\$1,069,181	0.01%
Winstar Wireless, Inc.	\$18,500	\$40,206	46.01%
Working Assets Long Distance	\$40,746	\$211,720	19.25%
WorldCom Network Services	\$3,437,963	\$10,251,579	33.54%
WorldCom Technologies, Inc.	\$12,536,727	\$28,779,872	43.56%
Xtracom, Inc.	\$0	\$0	0.00%
Zenex Long Distance, Inc.	\$34,538	\$4,028,354	0.86%

# STATISTICAL SUMMARIES (Continued)

## Interexchange Carriers (IXC) Private Pay Telephone Providers (PPTP) Arkansas Revenues; System Revenues Year Ended December 31, 1998

COMPANY	ARKANSAS REVENUES	SYSTEM REVENUES	RATIO(%) ARKANSAS REVENUE/ SYSTEM REVENUES
Z-Tel Communications, Inc.	\$0	\$0	0.00%
Z-Tel, Inc. now Stormtel, Inc.	<u>\$176</u>	<u>\$4,638,176</u>	<u>0.00%</u>
TOTALS	<u>\$175,373,919</u>	<u>\$64,470,117,289</u>	<u>0.27%</u>

STATISTICAL SUMMARIES (Continued)
-----------------------------------

Water & Sewer Companies - Arkansas Only  
 Plant Investment; Operating Revenues  
 Year Ended December 31, 1998

COMPANY	PLANT INVESTMENT	OPERATING REVENUE	RATIO(%) OPERATING REVENUE/ INVESTMENT
Central Ark. Sewer System, Inc.	\$2,384,187	\$489,145	20.52%
Riviera Utilities of Ark., Inc..	\$1,051,455	\$307,632	29.26%
Sebastian Lake Public Utility Company	\$117,939	\$72,727	61.66%
Shumaker Public Service Corporation	\$690,062	\$309,875	44.91%
United Water Arkansas, Inc.	\$30,830,673	\$7,571,951	24.56%
TOTALS	\$35,074,316	\$8,751,330	24.95%

# STATISTICAL SUMMARIES (Continued)

## Water & Sewer Companies - Arkansas Only Customers; Revenues; Other Statistics Year Ended December 31, 1998

COMPANY	NO. OF CUSTOMERS	REVENUES	AVERAGE REVENUE PER CUSTOMER
<b>CENTRAL ARKANSAS SEWER SYSTEM, INC.</b>			
Metered General	0	\$0	\$0
Unmetered General	1,304	\$487,945	\$374
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
<i>Totals without</i>			
<i>Other Revenues</i>	1,304	\$487,945	\$374
Other Revenues	N/A	\$1,200	N/A
<b>TOTALS</b>	<b>1,304</b>	<b>\$489,145</b>	<b>N/A</b>
<b>RIVERIA UTILITIES OF ARKANSAS, INC.</b>			
Metered General	485	\$174,236	\$359
Unmetered General	1,600	\$128,496	\$80
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
<i>Totals without</i>			
<i>Other Revenues</i>	2,085	\$302,732	\$145
Other Revenues	N/A	\$4,900	N/A
<b>TOTALS</b>	<b>2,085</b>	<b>\$307,632</b>	<b>N/A</b>
<b>SEBASTIAN LAKE PUBLIC UTILITY COMPANY</b>			
Metered General	90	\$72,727	\$808
Unmetered General	0	\$0	\$0
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
<i>Totals without</i>			
<i>Other Revenues</i>	90	\$72,727	\$808
Other Revenues	N/A	\$0	NA
<b>TOTALS</b>	<b>90</b>	<b>\$72,727</b>	<b>N/A</b>

# STATISTICAL SUMMARIES (Continued)

## Water & Sewer Companies - Arkansas Only Customers; Revenues; Other Statistics Year Ended December 31, 1998

COMPANY	NO. OF CUSTOMERS	REVENUES	AVERAGE REVENUE PER CUSTOMER
<b>SHUMAKER PUBLIC SERVICE CORPORATION</b>			
Metered General	536	\$132,274	\$379
Unmetered General	0	\$0	\$0
Fire Protection	64	\$64,007	\$1,000
Other Customers	2	\$108,447	\$54,224
<i>Totals without</i>			
<i>Other Revenues</i>	415	\$304,728	\$734
Other Revenues	N/A	\$5,148	NA
<b>TOTALS</b>	415	\$309,876	N/A
<b>UNITED WATER ARKANSAS, INC</b>			
Metered General	19,084	\$7,629,380	\$400
Unmetered General	0	\$0	\$0
Fire Protection	155	\$77,927	\$503
Other Customers	0	\$0	\$0
<i>Totals without</i>			
<i>Other Revenues</i>	19,239	\$7,707,307	\$401
Other Revenues	N/A	\$56,728	N/A
<b>TOTALS</b>	19,239	\$7,764,035	N/A
<i>Industry Totals without</i>			
<i>Other Revenues</i>	23,133	\$8,875,439	\$384
<b>INDUSTRY TOTALS</b>	23,133	\$8,943,415	N/A

# APPENDIX C

## RECEIPTS AND DISBURSEMENTS

### RECEIPTS

Utility Assessments	\$7,865,425.00
Pipeline Safety Assessments	518,170.00
Other Filing Fees	42,869.00
Miscellaneous Fees	37,655.00
Federal Reimbursements	158,943.00
Refund to Expenditures-Prior Year	2,654.10
Refund to Expenditures-Current Year	1,398.57
<b>Total Receipts</b>	<b>\$8,627,114.67</b>
Less 1.5% Treasury Fees	128,892.00
<b>Net Deposit</b>	<b>\$8,498,222.67</b>

### DISBURSEMENTS

Regular Salaries	\$4,274,484.26
Extra Help	0.00
Group Insurance	267,430.50
Retirement	420,300.45
Federal Insurance Contributions	313,806.18
FICA-Agency Cost of Arcap	10,769.82
Career Recognition Payment	23,000.00
Postage	26,093.00
Telephone	3,019.20
Freight	5,130.50
Printing by Dept. Of Corrections	1,125.49
Printing by D.F.A. Quick Copy	1,112.38
Advertising & Clipping Service	17,849.86
Building Maintenance	15,727.88
Furniture & Equipment Maintenance	10,249.73
Vehicle Maintenance	5,160.69
Rent of Office Space	407,806.26
Rent of Furniture & Equipment	33,867.40
Rent of Data Processing Equipment	62,509.33
Rent Not Classified	10,053.97
Lease of Pagers	763.28
Intrastate Meals & Lodging	34,533.67
Intrastate Mileage	791.16
Intrastate Other Travel	1,606.42
Interstate Meals & Lodging	59,334.30
Interstate Mileage	2,477.55

Interstate Common Carrier	44,971.78
Interstate Other Travel	820.60
Administrative Fees & Services	184,058.45
Reimbursable Expenditures	15,114.38
Court Reporters	14,118.43
Court Notary	916.00
Vehicle Insurance	6,973.00
Building & Contents Insurance	2,287.00
Lease of Terminals	4,025.75
Centrex	66,164.21
Association Dues	28,083.00
Marketing & Redistribution Fees	76.00
Educational Fees	39,098.60
Contract Services	298.38
Non-Contract Services	1,678.50
Vehicle Licenses	424.75
Credit Card Purchases	4,528.80
Stationary & Office Supplies	41,123.86
Photo Supplies	584.92
Subscriptions & Publications	48,780.19
Microfiche	5,423.90
Kitchen/Janitorial Supplies	658.94
Data Processing Supplies	6,890.26
Purchase of Data Processing Software	23,485.38
Clothing & Other Materials	346.84
Food, Catering	517.33
Sales & Use tax	771.20
Workers Compensation Premium Tax	2,553.01
<b>Total Disbursements</b>	<b>\$6,553,776.74</b>

### CAPITAL EXPENDITURES

State Vehicles	35,594.06
Office Machines	4,714.82
Office Furniture	14,242.27
Data Processing Equipment	139,708.58
Specialized Research Equipment	379.16
<b>Total Capital Expenditures</b>	<b>\$194,638.89</b>
<b>Total Disbursements Including Capital Expenditures</b>	<b>\$6,748,415.63</b>



THE ARKANSAS PUBLIC SERVICE COMMISSION DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR IN THE PROVISION OF SERVICES.